

Khanchna (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 26 June 2020 12:44 PM
To: Khanchna (LKK Auto); Admin A
Cc: Irene Tay; Claims Dept of CTI; Alfred Toh
Subject: RE: MANDATE REQUEST - YOUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019 (should read as 24.10.2019)

Follow Up Flag: Follow up
Flag Status: Flagged

LKK REF - CC6/CTI19019186/Kkb3
CTPIS REF – SNM19D205129C02/2(thp)

Dear Sirs

We refer to your emails pertaining to the above matter.

Please proceed to resolve the property damage claim at \$6,579.95.

We await your payment advice to enable our Irene to act accordingly.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at **6224 7175. Any inconvenience caused is much regretted.**

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: 65 6389 6183
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Friday, June 26, 2020 12:33 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: MANDATE REQUEST - YOUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019 (should read as 24.10.2019)

Dear Sir/Madam,

We refer to the above matter and our mandate request dated 30/03/2030.

Please be informed that third party is chasing for offer.

Your approval please.

Appreciate your kind understanding.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto)

Sent: Monday, March 30, 2020 11:05 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: MANDATE REQUEST - YOUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019 (should read as 24.10.2019)

YOUR REF: SNM19D205129-SJW1642B-IRENE

OUR REF: CC6/CTI19019186/Kkb3

Dear Sir/Madam,

We refer to the above matter.

This is a 3 vehicle chain collision, our Insured vehicle is last.

We are of the opinion that BOLA 28 is applicable. We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be withheld pending for final allocation of liability in settlement.

We seek your approval to offer repairer "**WEI LEE MOTOR WORKS**" at **\$6,579.95(all-in)**.

The summary is as follows: -

Amount Claimed	Amount Revised
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1. Cost of Repairs (with GST)	\$ 11,797.29	\$ 6,152.50
2. Loss of Use (7 days x \$ 80)	\$ 560.00	\$ 420.00 (7 days x \$60)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 12,364.74	\$ 6,579.95

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, 21 November 2019 4:44 PM

To: Jeffrey Tan <jeffrey.tan@yetta.com.sg>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: OUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019 (should read as 24.10.2019)

LKK REF - CC6/CTI19019186/Kkb3

CTPIS REF – SNM19D205129C02/thp)

DOA: 24 OCTOBER 2019

Dear Jeffrey

Thank you for the assistance on the matter.

Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID : (65) 6389 6183

FAX: (65) 6224 7478

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Jeffrey Tan [<mailto:jeffrey.tan@yetta.com.sg>]

Sent: Thursday, 21 November, 2019 4:34 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Hsiao Tong <chewht@lkkauto.com>

Subject: Re: OUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019 (should read as 24.10.2019)

Hi Alfred,

Attached SAS report for your attention.

--

Thanks and Best Regards

Jeffrey Tan

Yetta Insurance Agency Pte Ltd

721 Clementi West Street 2 #01-134 Singapore 120721

T: 67741318, F: 68723734

On Thu, Nov 21, 2019 at 11:06 AM Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

LKK REF - CC6/CTI19019186/Kkb3

CTPIS REF – SNM19D205129C02/2(thy)

DOA: 24.10.2019

Dear Shu Pei/Khanchna

We refer to your emails pertaining to the above matter.

Regret to advise that **Insured driver of M/s Sing Sun Construction Pte Ltd namely DAI JIANFA (9059 2225) has not and/or has failed and/or has yet to file accident report till date.**

Aside to Mr Jeffrey Tan, please assist to notify mutual client to instruct the driver to file the Accident Report at any of China TaiPing Insurance's Authorized Workshop (Reporting Centre) IMMEDIATELY before we repudiate liability and re-direct claim to them for their own disposal.

Aside to Irene, please assist to keep track/follow up on the matter.

Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID : (65) 6389 6183

FAX: (65) 6224 7478

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Thursday, 21 November, 2019 10:15 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: OUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B(OI : CTI - TBA) AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Wednesday, 20 November 2019 9:54 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: OUR REF: SNM19D205129-SJW1642B-IRENE - Accident Involving SJW1642B(OI : CTI - TBA) AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019

Dear Irene,

Fya.

Regards,

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

T: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

Sent: Wednesday, 20 November, 2019 9:30 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJW1642B(OI : CTI - TBA) AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you

Best Regards,

Shu Pei| Admin

LKK Auto Consultants Pte Ltd

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Sent: Wednesday, 30 October 2019 5:26 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJW1642B(OI : CTI - TBA) AND SMG3816C (TP : LKK REF - CC6/CTI19019186/Kkb3) on 24.09.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMG 3816C at M/s Wei Lee Motor Works on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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