

Vic (LKKAuto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Wednesday, 22 April, 2020 11:16 AM
To: Jasper Chua (LKK Auto); Admin A; Vic (LKKAuto)
Cc: Elizabeth Chew; Claims Dept of CTI; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAuto)
Subject: RE: OUR REF: SNM20D200132/YP193X/cbs/chewml - Accident Involving YP193X AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

LKK REF - CC6/CTI20000605/Aha3
CTPIS REF - SNM20D200132C02/3(cbs/chewml)

Dear Jasper

Please proceed to resolve the property damage claim at \$2,601.45.

We await your payment advice to enable our Elizabeth Chew 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](tel:62247175). . 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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Wednesday, April 22, 2020 10:27 AM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D200132/YP193X/cbs/chewml - Accident Involving YP193X AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

Dear Sir,

We refer to the subject matter.

It was reported that Insured driver rolled back and hit third party.

A letter was sent out to the Insured to notify TP claim and NCD issues and no feedback received till date.

Summary to offer to repairer **MG SOLUTION PTE LTD PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 5,181.30	\$ 2,354.00
Loss of Use (\$200.00 x 4 days)	\$ 800.00	\$ 240.00 (4 days X \$60.00)
LTA Search Fee	\$ 7.45	\$ 7.45
	NIL	NIL
Proposed Total	\$ 5,988.75	\$ 2,601.45

Breakdown of days is as follows:

Recommended days	3 Days
Weekends / Downtime	1 Days
TOTAL DAYS	4 Days

For your approval and/or further instruction please.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Vic (LKKAuto)

Sent: Thursday, 13 February, 2020 5:14 PM

To: Chong Boon Sen

Cc: Admin A; Alfred Toh; Claims Dept of CTI; Vic (LKKAuto)

Subject: RE: OUR REF: SNM20D200132/YP193X/CBS - Accident Involving YP193X(OI : CTI - TBA) AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

Dear Boon Sen,

We refer further to our below email.

Please find attached TP video footage which shows our Insured vehicle rolled back and collided to the front portion of the stationary TP vehicle.

As such, liability is not to our Insured's favour.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
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Pte Ltd

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From: Vic (LKKAuto)

Sent: Wednesday, 5 February, 2020 10:33 AM

To: Chong Boon Sen

Cc: Admin A; Vic (LKKAuto); Alfred Toh; Claims Dept of CTI

Subject: RE: OUR REF: SNM20D200132/YP193X/CBS - Accident Involving YP193X(OI : CTI - TBA) AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

Dear Boon Sen,

We refer further to the below email.

Please find attached below documents for your reference:

- Marked TP Estimate
- Preliminary Advise

Thank you.



« Wishing you a Happy and Prosperous Lunar New Year »

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]

Sent: Monday, 20 January, 2020 2:02 PM

To: Mei Kwan (LKKAuto); Vic (LKKAuto)

Subject: RE: OUR REF: SNM20D200132/YP193X/CBS - Accident Involving YP193X(OI : CTI - TBA) AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

Dear Sir,

Pls find Insured report.

Chong Boon Sen

Claims Executive

Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG 3 Anson

Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

From: Claims Dept of CTI

Sent: Monday, January 20, 2020 12:22 PM

To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Mei Kwan (LKKAuto <Meikwan@lkkauto.com>; Vic (LKKAuto <vicalpeh@lkkauto.com>

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

Subject: OUR REF: SNM20D200132/YP193X/CBS - Accident Involving YP193X(OI : CTI - TBA) AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

Dear Boon Sen,

Please revert LKK.

Note : officer in charge – Boon Sen

***** Kindly quote our reference number when replying.**

Thank you

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Saturday, January 18, 2020 8:52 PM

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

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving YP193X(OI : CTI - TBA) AND SMC7832A (TP : LKK REF - CC6/CTI20000605/Aha3) on 07/01/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMC 7832A at M/s MG Solution Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Vic and he can be contacted at DID: 6841 2096.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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