

## Vic (LKKAuto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Friday, 17 April, 2020 12:15 PM  
**To:** Jasper Chua (LKK Auto); Admin A; Vic (LKKAuto)  
**Cc:** Ben Tang; Claims Dept of CTI; Alfred Toh; Chee So Chow  
**Subject:** RE: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

LKK REF - CC6/CTI20001135/Dha3  
CTPIS REF - SNM20D200136/0(ben)

Dear Jasper/Vic

Please proceed to resolve the property damage claim at \$14,194.39.

We await your payment advice to enable our Ben Tang 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](mailto: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](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Thursday, April 16, 2020 4:49 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>  
**Cc:** Alfred Toh <alfred.toh@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Subject:** FW: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Sir/Mdm,

Gentle reminder for the matter below.

Thanks,

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

**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.**

**From:** Jasper Chua (LKK Auto)

**Sent:** April 3, 2020 3:29 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@sg.cntaiping.com)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** RE: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver involve in 3 vehicle chain collision, insured driver is the last car.

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

Summary to offer to repairer **BIFROST AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 28,205.24	\$ 11,877.00
Loss of Income (\$80.00 x 14 days)	\$ 1,120.00	\$ 700.00 (\$50.00 x 14 days)
Loss of Rental (\$112.67 x 14 days)	\$ 1,577.39	\$ 1,577.39 (\$112.67 x 14 days)
Towing Fee	\$ 40.00	\$ 40.00
Proposed Total	<b>\$ 30,942.63</b>	<b>\$ 14,194.39</b>

Breakdown of days is as follows:

Recommended days	9 Days
Weekends / Downtime / Holiday	5 Days
<b>CLAIM DAYS</b>	<b>14 Days</b>

For your approval and/or further instruction please.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Ben Tang [<mailto:Ben.Tang@sg.cntaiping.com>]

**Sent:** Thursday, 5 March, 2020 5:01 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Claims Dept of CTI

**Subject:** RE: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Hi Vic

Attached insured GIA report for your reference.

Thank you.

Best Regards

Ben Tang

Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #XX-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6175 | F: (65) 6222 1033

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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Thursday, March 5, 2020 4:10 PM

**To:** Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that TP repairer is chasing for an update.

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

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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Auto  
Consultants  
Pte Ltd

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**From:** Mei Kwan (LKKAuto)

**Sent:** Tuesday, 25 February, 2020 11:15 AM

**To:** Ben Tang

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Sirs / 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,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 11 February, 2020 4:41 PM

**To:** Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@sg.cntaiping.com)>

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

**Subject:** RE: OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Sirs / 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,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 21 January, 2020 2:10 PM  
**To:** Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** OUR REF : SNM20D200136/SLC1670B/BEN - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Ben,

Please revert LKK.

Note : officer in charge – Ben Tang 63896175.

Thank you.

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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平狮城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, January 20, 2020 7:01 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLC1670B (OI : CTI - TBA) AND SH7091Z (TP : LKK REF - CC6/CTI20001135/Dha3) on 08/01/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SH 7091Z at M/s Bifrost Auto Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- 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 Vic and he can be contacted at DID: 6841 2096.

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

*“Wishing you a Happy and Prosperous Lunar New Year”*



Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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