

## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Friday, 3 April 2020 4:20 PM  
**To:** Chong Boon Sen; Claims Dept of CTI  
**Cc:** Vic (LKKAuto); Alfred Toh  
**Subject:** <SEEK MANDATE> RE: OUR REF: SNM20D200597/GBB6862E/CBS & YOUR REF: TP : LKK REF - CC3/CTI20001697/Kha3 -)Direct Settlement - Accident Involving GBB6862E (OI : CTI - TBA) and SHD5332T on 29/01/2020  
**Attachments:** TP\_LOD.pdf; LETTER\_TO\_OI.pdf; 4 LKK REINSPECTION PHOTOS.pdf; 3 LKK INSPECTION PHOTOS.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 1 LKK INSPECTION REPORT.pdf

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver reversed to park

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 **TRANS-CAB AUTO SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER	
Cost of Repair (w/gst)	\$ 29,574.05	\$	5,209.97
Loss of Rental (\$112.35 x 4 days)	\$ 449.40	\$	449.40
LTA Search Fee	\$ 7.49	\$	7.45
<b>Proposed Total</b>	<b>\$ 30,030.94</b>	<b>\$</b>	<b>5,666.82</b>

Breakdown of days is as follows:

Recommended days	2 Days
Weekends / Downtime / Holiday	2 Days
<b>CLAIM DAYS</b>	<b>4 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:** Vic (LKKAuto)

**Sent:** Monday, 24 February, 2020 3:44 PM

**To:** Chong Boon Sen

**Cc:** Admin A; Vic (LKKAuto); Claims Dept of CTI; Alfred Toh; Jasper Chua (LKK Auto)  
**Subject:** RE: OUR REF: SNM20D200597/GBB6862E/CBS & YOUR REF: TP : LKK REF - CC3/CTI20001697/Kha3 -)Direct Settlement - Accident Involving GBB6862E (OI : CTI - TBA) and SHD5332T on 29/01/2020

Dear Boon Sen,

We refer to the subject matter and to our telephone conversation previously.

As spoken, Insured had denied liability on this matter.

As such, we had requested and was provided with the TP video footage that capture the entire incident.

Based on the TP video footage, we are of the view that liability is not to our Insured's favour.

We will clarify Insured on this matter.

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

**Sent:** Monday, 10 February, 2020 4:38 PM

**To:** Mei Kwan (LKKAuto)

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

**Subject:** RE: OUR REF: SNM20D200597/GBB6862E/CBS & YOUR REF: TP : LKK REF - CC3/CTI20001697/Kha3 -)Direct Settlement - Accident Involving GBB6862E (OI : CTI - TBA) and SHD5332T on 29/01/2020

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

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Monday, February 10, 2020 4:10 PM  
**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@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: SNM20D200597/GBB6862E/CBS & YOUR REF: TP : LKK REF - CC3/CTI20001697/Kha3 -)Direct Settlement - Accident Involving GBB6862E (OI : CTI - TBA) and SHD5332T on 29/01/2020

Dear Sirs / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>  
**Sent:** Tuesday, 4 February, 2020 1:30 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM20D200597/GBB6862E/CBS & YOUR REF: TP : LKK REF - CC3/CTI20001697/Kha3 -)Direct Settlement - Accident Involving GBB6862E (OI : CTI - TBA) and SHD5332T on 29/01/2020

Dear Mei Kwan,

Pls find 1<sup>st</sup> ANR letter.

**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

**From:** Claims Dept of CTI  
**Sent:** Monday, February 3, 2020 2:12 PM  
**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** OUR REF: SNM20D200597/GBB6862E/CBS & YOUR REF: TP : LKK REF - CC3/CTI20001697/Kha3 -)Direct Settlement - Accident Involving GBB6862E (OI : CTI - TBA) and SHD5332T on 29/01/2020

Dear Boon Sen,

Please refer to the append email and soonest possible.

Our Insured has not filed SAS Report.

Office in charge -Chong Boon Sen -DID 6389 6171

Dear Vic

**\*\*\* 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

Tel: 6389 6116

Fax (65) 6224 7175 / 6224 7478

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

Website:[www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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

**Sent:** Monday, February 3, 2020 11:55 AM

**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 GBB6862E (OI : CTI - TBA) and SHD5332T (TP : LKK REF - CC3/CTI20001697/Kha3) on 29/01/2020

Dear Sirs/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 5332T at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio 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 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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