

Jasper Chua (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 7 December 2020 11:38 AM
To: Jasper Chua (LKK Auto)
Cc: Admin A; Claims Dept of CTI
Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eba3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Hi Jasper,

Please proceed at S\$1,629.56 to S\$1,710.20.

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 3,794.20	\$ 1,300.00
Loss of Rental (\$111.28 x 2.5 days)	\$ 278.20	\$ 222.56 to 278.20
Loss of Income (\$60.00 x 2.5 days)	\$ 150.00	\$ 100.00 to 125.00 (\$50.00 x 2.5 days)
LTA	\$ 7.00	\$ 7.00
Proposed Total	\$ 4,229.40	\$ 1,629.56 to 1,710.20

Thank you.

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.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Sent: Wednesday, December 2, 2020 9:33 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

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

Subject: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eba3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver change lane and hit third party. PIR down on Insured driver.

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 **SMRT AUTOMOTIVE SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 3,794.20	\$ 1,300.00
Loss of Rental (\$111.28 x 2.5 days)	\$ 278.20	\$ 278.20
Loss of Income (\$60.00 x 2.5 days)	\$ 150.00	\$ 125.00
LTA	\$ 7.00	\$ 7.00
Proposed Total	\$ 4,229.40	\$ 1,710.20

(\$50.00 x 2.5 days)

Breakdown of days is as follows:

Recommended repair days	2
Weekends / Downtime	0.5
CLAIM DAYS	2.5

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 | fax: 6741-4108

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

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Friday, 2 October 2020 4:58 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eba3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear Mei Kwan,

Please refer to attached accident report.

Thank you.

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Regards,

Jenny Lew

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From: Jenny Lew

Sent: Monday, September 21, 2020 12:21 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eba3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear Mei Kwan,

Insured yet to lodge the accident report.

Thank you.

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Regards,

Jenny Lew

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, September 21, 2020 9:21 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eba3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear Jenny,

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 | fax: 67414108

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

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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 25 June, 2020 2:09 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eha3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear All,

Please note that officer in charge – Jenny

Dear Jenny,

Please assist.

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Thank you
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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, June 25, 2020 2:01 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eha3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear all,

1st reminder

Kindly assist to check insured reported the accident . If so, kindly let us have a copy of insured's accident report for our necessary action.

Thanks

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 26 May 2020 3:54 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eha3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear Sir / 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.

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.

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)

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

Sent: Tuesday, 5 May, 2020 1:46 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eha3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear All,

Please note that officer in charge – Elizabeth

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Thank you

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

Sent: Tuesday, May 5, 2020 11:53 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eha3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

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.

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

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.

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)

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

Sent: Monday, 10 February 2020 3:22 PM

To: Chong Boon Sen; Vic (LKKAuto); Admin A; Mei Kwan (LKKAuto)

Subject: OUR REF: SNM20D200711/SDV9595C/CBS & YOUR REF: (TP : LKK REF - CC3/CTI20002098/Eha3) Direct Settlement - Accident Involving SDV9595C and SHD6031Eon 04/02/2020

Dear Boon Sen,

Please refer to the append email and attachment.

Kindly revert to LKK Auto soonest possible and our Insured has not filed SAS Report.

Officer 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

Website: www.sg.cntaiping.com

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, February 9, 2020 7:12 PM
To: Claims Dept of CTI <claimsdept@sg.entaiping.com>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SDV9595C (OI : CTI - TBA) and SHD6031E (TP : LKK REF - CC3/CTI20002098/Eha3) on 04/02/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 6031E at M/s SMRT Automotive Services Pte Ltd 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 | fax: 67414108

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