

## Jasper Chua (LKK Auto)

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**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Wednesday, 3 March 2021 5:36 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A; Alfred Toh; Claims Dept of CTI  
**Subject:** RE: OUR REF : SNM20D200838/GBE3716Z/ADELINE - Accident Involving GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dbas2) on 13/02/2020

[Confidential]

Without Prejudice

Dear Jasper

Please proceed to resolve claim at \$10,146.09 (all-in)

### **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](tel:62247175). Any inconvenience caused is much regretted.

Thank you.

**Adeline Chng**

Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Wednesday, 10 February 2021 1:53 PM  
**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** OUR REF : SNM20D200838/GBE3716Z/ADELINE - Accident Involving GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dbas2) on 13/02/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver encroached lane.

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 **BIFROST AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 24,764.23	\$ 8,560.00
Loss of Rental (\$125.40 x 9 days )	\$ 1,128.60	\$ 1,128.60
Loss of Income (\$80.00 x 9 days )	\$ 720.00	\$ 450.00
GIA Search Fee	\$ 7.49	\$ 7.49
Proposed Total	\$ 26,620.32	\$ 10,146.09

( $\$50.00 \times 9$   
days )

Breakdown of days is as follows:

Recommended repair days	5
Weekends / Downtime	4
<b>CLAIM DAYS</b>	<b>9</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:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Thursday, 5 March 2020 3:24 PM

**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** RE: OUR REF : SNM20D200838/GBE3716Z/ADELINE - Accident Involving GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dha3) on 13/02/2020

Dear Vic

As the video footage showed the liability not on our insured favor, we have seek mandate to agree with the direct settlement.

**Thank you.**

**Adeline Chng**

Executive  
Claims Department

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

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

**Sent:** Thursday, 5 March 2020 2:40 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

<[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** RE: OUR REF : SNM20D200838/GBE3716Z/ADELINE - Accident Involving GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dha3) on 13/02/2020

Dear Adeline,

We refer to your below email.

Please find attached TP video footage for your reference.

Based on the TP video footage, TP vehicle was on the leftmost lane which can make a left or right turn and while turning within its lane at the junction when Insured vehicle encroached lane and collision occurred.

As such, liability may not be on our Insured's favour.

For your further instruction / comments if any.

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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**From:** Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]

**Sent:** Friday, 28 February, 2020 4:19 PM

**To:** Claims Dept of CTI; Mei Kwan (LKKAuto); Vic (LKKAuto)

**Subject:** RE: OUR REF : SNM20D200838/GBE3716Z/ADELINE - Accident Involving GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dha3) on 13/02/2020

**Without Prejudice**

Dear Mei Kwan

Attached our insured SAS report for your perusal.

Please note that there are conflicting version of both party accident report.

**Thank you.**

**Adeline Chng**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6178 | F: (65) 6225 5879

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**From:** Claims Dept of CTI

**Sent:** Friday, 28 February 2020 2:41 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; [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 : SNM20D200838/GBE3716Z/ADELINE - Accident Involving GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dha3) on 13/02/2020

Dear Adeline,

Please revert LKK.

Note : officer in charge – Adeline 63896155.

\*\*\* 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](mailto:Meikwan@lkkauto.com)>  
**Sent:** Friday, February 28, 2020 2:02 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 GBE3716Z (OI : CTI - TBA) AND SH8109B (TP : LKK REF - CC6/CTI20003244/Dha3) on 13/02/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SH 8109B 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
- Wheel alignment report
- 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.***

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)