

## Hsiao Tong (LKKAuto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Wednesday, 13 January 2021 6:57 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [SEEK MANDATE] OUR REF : SNM20D201268/SKM288M/IRENE - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

Dear Sir/Mdm,

We refer to the above captioned matter.

Please proceed to offer to TP as proposed \$2,713.25.

Regards,

**Irene Tay**  
Executive  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Monday, January 11, 2021 10:08 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** [SEEK MANDATE] OUR REF : SNM20D201268/SKM288M/IRENE - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

Your ref : **SNM20D201268/SKM288M/IRENE**  
LKK ref : CC3/CTI20003973/Kpa3n2

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SKM288M(CTI) AND SHD9505K ON 10/03/2020**

We refer to the above matter.

The accident occurred when our insured driver came out from slip road and collided with third party who was on main road. Liability is not in our driver's favour. We did clarify with insured the nature of the accident and he/she is aware that NCD (if any) may be affected.

Hence, we seek your approval to offer Third Party repairer "TRANS-CAB AUTO SERVICES PTE LTD" at \$2,713.25(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 22,391.89	\$ 2,413.20
2. Loss of Rental (2days x \$96.30)	\$ 192.60	\$ 192.60 (2days x \$96.30)
3. Loss of Income (2days x \$50.00)	\$ 100.00	\$ 100.00 (2days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.45
Total	\$ 22,691.98	<b>\$ 2,713.25</b>

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

**Sent:** 26 May 2020 11:36 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** RE: OUR REF : SNM20D201268/SKM288M/IRENE - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

Dear All,

Please find enclosed GIA report.

**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  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (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: 太平獅城 Taiping SG

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

**Sent:** Tuesday, May 26, 2020 11:22 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF : SNM20D201268/SKM288M/IRENE - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

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.

**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](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:** Wednesday, 15 April, 2020 12:07 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF : SNM20D201268/SKM288M/IRENE - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

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.

**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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]  
**Sent:** Tuesday, 17 March 2020 5:48 PM  
**To:** Irene Tay; Mei Kwan (LKKAuto); Khanchna (LKK Auto)  
**Cc:** Claims Dept of CTI  
**Subject:** OUR REF : SNM20D201268/SKM288M/IRENE - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

Dear Irene,

Please revert LKK.

Note : officer in charge – Irene Tay 63896192.

\*\*\* 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:** Tuesday, March 17, 2020 3:57 PM  
**To:** 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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SKM288M (OI : CTI - TBA) AND SHD9505K (TP : LKK REF - CC3/CTI20003973/Kka3) on 10/03/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 9505K at M/s Trans Cab Auto 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 Khanchna and she can be contacted at DID: 6841 2360.

*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)