

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 10 September 2020 2:22 PM  
**To:** 'Jenny Lew'; Claims Dept of CTI  
**Cc:** Admin A  
**Subject:** RE: SNM20D201390/SKL6988S/lewlc - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

Hi Jenny,

We refer to the above matter.

For an update, we have settled the matter at a global sum of \$3,100.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents to your good office once we receive the signed DV from third party.

Thanks.

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:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Monday, 7 September 2020 3:35 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SNM20D201390/SKL6988S/lewlc - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your email dated 21.07.2020.

Please proceed with the mandate up to S\$3170.50.

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](mailto: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

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

**Sent:** Tuesday, July 21, 2020 4:46 PM

**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** FW: SNM20D201390/SKL6988S/lewlc - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

Dear All,

Please note that officer in charge now is Jenny.

Dear Jenny,

Please assist.

*Kindly quote our reference number when replying.*

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Thank you

**Lim Shu Min**

Claims Department

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

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DID: (65) 63896116 | F: (65) 62247175

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, July 21, 2020 3:50 PM  
**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM20D201390/SKL6988S/CBS - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

Your ref : **SNM20D201390/SKL6988S/CBS**  
Our ref : CC3/CTI20004227/Fps3n2

Dear Sirs,

**ACCIDENT INVOLVING SKL 6988S(CHINA TAIPING) AND SHD 3637C(TP) ON 17/03/2020**

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party who was driving within his own lane. Liability is not in our insured driver's favour. We have informed insured about third party claim and NCD issue.

We seek your approval to offer repairer **"ComfortDelgro Engineering Pte Ltd"** at **\$3,170.50(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 5,145.24	\$ 2,675.00
2. Loss of Rental (3days x \$112.67)	\$ 338.01	\$ 338.01 (3days x \$112.67)
3. Loss of Income (3days x \$80.00)	\$ 240.00	\$ 150.00 (3days x \$50.00)
4. LTA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 5,730.74	<b><u>\$ 3,170.50</u></b>

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

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

***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.***

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

**Sent:** Monday, 6 April 2020 4:27 PM

**To:** Su Li (LKK Auto); Hsiao Tong (LKKAuto)

**Subject:** Re: SNM20D201390/SKL6988S/CBS - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

Dear Sir,

pls find OI report

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**Chong Boon Sen**

Claims Executive

Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

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DID: (65) [63896171](tel:63896171) | M: (65) XXXX XXXX | F: (65) 6222 1033

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

**Sent:** Monday, April 6, 2020 4:11 PM

**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; [suli@lkkauto.com](mailto:suli@lkkauto.com) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM20D201390/SKL6988S/CBS - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

Dear Boon Sen,

Please revert LKK.

Note : officer in charge – Boon Sen 63896171.

\*\*\* Kindly quote our reference number when replying.

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Thank you.  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Monday, April 6, 2020 3:39 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SKL 6988S (OI : CTI - TBA) and SHD 3637C (TP : LKK REF - CC3/CTI20004227/Fps3) on 17/03/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHD 3637C at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge Hsiao Tong and she can be contacted at DID: 6742 3197

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

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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