

## Jasper Chua (LKK Auto)

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**From:** Cecilia Low <cecilia.low@sg.cntaiping.com>  
**Sent:** Thursday, 11 March 2021 3:31 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: <SEEK MANDATE> SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

[Strictly Confidential]

Dear Jasper

Please proceed to negotiate as proposed.  
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 correspondences 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.

**Cecilia Low (Ms)**

Senior Executive  
Claims

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

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

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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Thursday, 26 November 2020 2:31 PM  
**To:** Cecilia Low <cecilia.low@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Subject:** <SEEK MANDATE> SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that both party change lane (50% liability). Both party do not have evidence to proof on either one's version.

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** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 4,746.80	\$ 770.00
Loss of Rental (\$116.63 x 2.25 days)	\$ 262.42	\$ 262.42
Loss of Income (\$60.00 x 2.25 days)	\$ 135.00	\$ 112.50
SUBTOTAL		\$ 1,144.92
50%		
Proposed Total		\$ 572.46
GIA	\$ 7.00	\$ 7.00
<b>TOTAL</b>	<b>\$ 5,151.22</b>	<b>\$ 579.46</b>

(\$50.00 x 2.25 days)

Breakdown of days is as follows:

Recommended days	2
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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:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Sent:** Tuesday, 12 May 2020 11:51 AM

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

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

**Subject:** RE: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Hi Mei Kwan

Please refer to attached SAS.

Thank you.

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

**Sent:** Sunday, 3 May 2020 3:04 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

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

**Subject:** RE: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir / 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)

**Sent:** Sunday, 26 April 2020 2:21 PM

**To:** Claims Dept of CTI; Cecilia Low

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

**Subject:** RE: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir / 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:** Thursday, 9 April 2020 10:13 PM

**To:** Cecilia Low; Mei Kwan (LKKAuto); Vic (LKKAuto)

**Cc:** Claims Dept of CTI

**Subject:** O/R: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Cecilia,

Please revert LKK.

Note : officer in charge – Cecilia 63896530.

\*\*\* 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  
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:** 太平狮城 Taiping SG

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

**Sent:** Thursday, April 9, 2020 1:40 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 SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 132Y 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.

"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

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