

## Jasper Chua (LKK Auto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Wednesday, 12 August 2020 10:25 AM  
**To:** Jasper Chua (LKK Auto); Admin A  
**Cc:** Claims Dept of CTI; Ben Tang  
**Subject:** O/R : SNM20D201554/SJJ4939U /BEN - Accident Involving SJJ4939U AND GBC291L (TP : LKK REF -CC6/CTI20005077/Uba3q2 ) on 29/03/2020

LKK REF - CC6/CTI20005077/Uba3q2  
CTI REF – SNM20D201554C02/9(ben)

Dear Sirs

We refer to your emails pertaining to the above matter.

Please proceed to offer as follow:

Cost of repairs	\$7,169.00 (inclusive of GST)
Loss of use (\$80.00 x 9 days)	\$ 720.00
GIA Search fee	\$ 2.00
Total	\$7,891.00
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We await your payment advice to enable our Ben Tang to act accordingly.

### **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**. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: 65 6389 6183

Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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 TaipingSG

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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Monday, August 3, 2020 2:09 PM  
**To:** Ben Tang <Ben.Tang@sg.cntaiping.com>  
**Cc:** Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** FW: O/R : SNM20D201554/SJJ4939U /BEN - Accident Involving SJJ4939U (OI : CTI - TBA) AND GBC291L (TP : LKK REF -CC6/CTI20005077/Uba3q2 ) on 29/03/2020

Dear Sir /Mdm,

Any updates ?

Kindly advise OIC for this case.

Thanks

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:** Jasper Chua (LKK Auto)

**Sent:** Monday, 22 June 2020 5:40 PM

**To:** Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** RE: O/R : SNM20D201554/SJJ4939U /BEN - Accident Involving SJJ4939U (OI : CTI - TBA) AND GBC291L (TP : LKK REF -CC6/CTI20005077/Uba3q2 ) on 29/03/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver involve in 3 vehicle chain collision, insured driver is the last car.

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

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 22,756.97	\$ 7,169.00
Loss of Use (\$150.00 x 9 days)	\$ 1,350.00	\$ 1,350.00
GIA Search Fee	\$ 2.00	\$ 2.00
	NIL	NIL
<b>Proposed Total</b>	<b>\$ 24,108.97</b>	<b>\$ 8,521.00</b>

**Breakdown of days is as follows:**

Recommended days	7 Days
Weekends / Downtime	2 Days
<b>TOTAL DAYS</b>	<b>9 Days</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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Sunday, 26 April, 2020 10:57 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@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:** RE: O/R : SNM20D201554/SJJ4939U /BEN - Accident Involving SJJ4939U (OI : CTI - TBA) AND GBC291L (TP : LKK REF - CC6/CTI20005077/Uha3) on 29/03/2020

Dear All,

Enclosed insured's 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:** Sunday, April 26, 2020 2:53 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ben Tang <[Ben.Tang@sg.cntaiping.com](mailto:Ben.Tang@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:** RE: O/R : SNM20D201554/SJJ4939U /BEN - Accident Involving SJJ4939U (OI : CTI - TBA) AND GBC291L (TP : LKK REF - CC6/CTI20005077/Uha3) on 29/03/2020

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 2:41 PM  
**To:** Ben Tang; Mei Kwan (LKKAuto); Vic (LKKAuto)  
**Cc:** Claims Dept of CTI  
**Subject:** O/R : SNM20D201554/SJJ4939U /BEN - Accident Involving SJJ4939U (OI : CTI - TBA) AND GBC291L (TP : LKK REF - CC6/CTI20005077/Uha3) on 29/03/2020

Dear Ben,

Please revert LKK.

Note : officer in charge – Ben Tang 63896175

\*\*\* 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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, April 9, 2020 9:00 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Vic (LKKAuto) <[vicaleph@lkkauto.com](mailto:vicaleph@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SJJ4939U (OI : CTI - TBA) AND GBC291L (TP : LKK REF - CC6/CTI20005077/Uha3) on 29/03/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBC 291L at M/s Fastech Auto Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:  
- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Vic.

**"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."**

*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

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