

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 24 July 2020 10:32 AM  
**To:** 'Adeline Chng'  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** <SEEK MANDATE>: O/R : SNM20D201774/SGA128C/ADELINE - Accident Involving SGA 128C (OI : CTI - TBA) and SHA 7090T (TP : LKK REF - CC3/CTI20005108/Fps3) on 06/04/2020  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD(SHA7090T).pdf; Letter to Insured(SGA128C).pdf

Your ref : **SNM20D201774/SGA128C/ADELIN**  
Our ref : CC3/CTI20005108/Fps3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SGA128C(CHINA TAIPING) AND SHA7090T(TP) ON 06/04/2020**

We refer to the above matter.

This is a head-to-rear collision. 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 **\$1,355.18(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 1,827.58	\$ 1,002.80
2. Loss of Rental (3days x \$125.19)	\$ 375.57	\$ 250.38 (2days x \$125.19)
3. Loss of Income (3days x \$80.00)	\$ 240.00	\$ 100.00 (2days x \$50.00)
4. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 2,445.15	<b><u>\$ 1,355.18</u></b>

Surveyor recommended 2 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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Wednesday, 27 May 2020 11:06 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: O/R :SNM20D201774/SGA128C/ADELINE - Accident Involving SGA 128C (OI : CTI - TBA) and SHA 7090T (TP : LKK REF - CC3/CTI20005108/Fps3) on 06/04/2020

Dear All,

Please find enclosed the 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

**Lim Shu Min**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896156 | 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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Wednesday, May 27, 2020 10:47 AM

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

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: O/R :SNM20D201774/SGA128C/ADELINE - Accident Involving SGA 128C (OI : CTI - TBA) and SHA 7090T (TP : LKK REF - CC3/CTI20005108/Fps3) on 06/04/2020

Dear Adeline,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

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

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

**Sent:** Wednesday, 15 April 2020 5:34 PM

**To:** Claims Dept of CTI; Su Li (LKK Auto); Hsiao Tong (LKKAuto)

**Subject:** RE: O/R :SNM20D201774/SGA128C/ADELINE - Accident Involving SGA 128C (OI : CTI - TBA) and SHA 7090T (TP : LKK REF - CC3/CTI20005108/Fps3) on 06/04/2020

Dear LKK

Please be informed that our insured has yet to file accident report.

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**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:** Claims Dept of CTI  
**Sent:** Wednesday, 15 April 2020 4:40 PM  
**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.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 :SNM20D201774/SGA128C/ADELINE - Accident Involving SGA 128C (OI : CTI - TBA) and SHA 7090T (TP : LKK REF - CC3/CTI20005108/Fps3) on 06/04/2020

Dear Adeline,

Please revert LKK.

Note : officer in charge – Adeline 63896155.

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

**NOTICE :**

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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:** 太平獅城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Wednesday, April 15, 2020 3:11 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 SGA 128C (OI : CTI - TBA) and SHA 7090T (TP : LKK REF - CC3/CTI20005108/Fps3) on 06/04/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHA 7090T 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.***

***\* 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,

**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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