

Our Ref : T 0420 / SHC8616K /WT/CK(st)

Your Ref :

Date : 29-Apr-2020

CDGE Taxi Claims Dept  
59 Loyang Drive 4th Flr  
Singapore 508969

**COMFORTDELGRO  
ENGINEERING**

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

**CHINA TAIPING INSURANCE CO LTD**  
**3 ANSON ROAD**  
**#16-00 SPRINGLEAF TOWER**  
**SINGAPORE 079909**

**Attn : Motor Claims Department**

**WITHOUT PREJUDICE**

Dear Sir

**ACCIDENT INVOLVING OUR TAXI SHC8616K YOUR INSURED SFT2320L**  
**AND OTHER ON 6/7-Apr-2020**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHC8616K which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving SFT2320L we are submitting these claims for your consideration on behalf of the claimants.

**TAXI OWNER'S CLAIM**

1	Cost of Repair	\$	802.50
6	3 days Loss of Rental @ \$ 125.40 per day	\$	376.20
3	Survey Report Fees (Surveyed by M/s LKK)	\$	-
4	LTA Search Fees	\$	2.00
5	GIA / Police Report Fees	\$	-
6	Towing Fees	\$	-
Sub Total :		\$	1,180.70

**HIRER'S CLAIM**

7	3 days Loss of Income @ \$ 80.00 per days	\$	240.00
Total Claims :		\$	1,420.70

We enclose herewith the following documents to support the claims: -

- a) Original repair bill
- b) LTA search slip/s of : SFT2320L
- c) GIA / Police report/s of : SHC8616K
- d) Letter of authority from owner / hirer / operator
  - ( ) Traffic Compound ( ) Towing/Medical bill/receipts ( ) Certificate of Insurance
  - ( ) Tow Fee ( x ) Downtime/Mileage record ( x ) Rental Rate letter

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully  
*Catherine Koh*

CDGE Claims Department

Tel : 6214 8733 Fax : 6214 1843 Email : catherinekoh@cdge.com.sg

This is a computer generated letter. No signature is required.

**Workshops**

**Braddell**  
205 Braddell Road  
Singapore 579701

**Loyang**  
59 Loyang Drive  
Singapore 508969

**Sin Ming**  
383 Sin Ming Drive  
Singapore 575717

**Pandan**  
45 Pandan Road  
Singapore 609286

**Ubi**  
320 Ubi Road 3  
Singapore 408649

**Sungei Kadut**  
7 Sungei Kadut Way  
Singapore 728791

A member of

**COMFORTDELGRO**

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING  
ALONG****TOYOTA PRIUS SHC8616K , SFT2320L  
WHITLEY RD >> PIE(TUAS)****ON 07-Apr-20 17:50**

I / We

**POH GEOK CHOON**(Hirer) NRIC No.: **SXXXX427E**

and/or

(Relief) NRIC No.: **SXXXX427E**

Taxi Number

**SHC8616K**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date

**07-Apr-2020**

Name of Hirer

**POH GEOK CHOON**

Hirer NRIC

**SXXXX427E**

Signature :



Address

**747C BEDOK RESERVOIR CRESCEN...  
473747**

Contact No.

**98465535**

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN30217719000

Claim No : SNM20D201728/C02

Claimant : CONFORT TRANSPORTATION PTE LTD

Amount : **S\$1,100.00**

Singapore Dollars One Thousand and One Hundred Only

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHC8616K

Insured Vehicle No. : SFT2320L

Date of Loss : 06/04/2020

Place of Accident : WHITLEY RD >> PIE(TUAS)

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : CHUA LEE BAN

Driver Name : CHUA LEE BAN

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

---

(1) Global Sum	S\$ 1,100.00
	=====
TOTAL . . . . .	<b>S\$ 1,100.00</b>
	=====

CLAIMS DEPARTMENT

COMFORTDELGRO ENGINEERING PTE LTD

59 LOYANG DRIVE

SINGAPORE 508969

Claimant Name : \_\_\_\_\_ NRIC No : \_\_\_\_\_

Signature : \_\_\_\_\_ Date : 17/11/2020

Please forward your cheque made payable to:  
**COMFORTDELGRO ENGINEERING PTE LTD**

"The contents of this document apply to vehicle damages only  
All personal injuries and damages arising therefrom are excluded  
from the ambit and application of this document"

## TAX INVOICE

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD  
SPRINGLEAF TOWER

3 ANSON ROAD #16-00  
SINGAPORE 079909

CONTACT NO: 62222366

VEHICLE NO  
SHC8616K

MAKE  
TOYOTA

MODEL  
PRIUS HYBRID(G3)

DATE OF REG  
14.01.2016

CHASSIS CODE  
JTDKN36U501959992

NO/DATE  
91504671 21.04.2020

JOB NO.  
305392689

ODOMETER READING

JOB TYPE

Description : 3P 07.04.2020

### Invoice for Lump Sum Repair

Total Lump Sum Repair Amt	750.00
Add GST @ 7.000 %	52.50
Total Invoice amount	802.50

Issued by : CHEWBEELENG 21.04.2020 09:23:04  
Repair Type : CLSO/57/57  
Payment Type/Term : /Credit 30 days

- 1) WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- 2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- 3) INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- 4) PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Our Ref: CT20040109

Date: 16 April 2020



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON 07/04/2020 @ 17:50 hrs  
ALONG WHITLEY RD >> PIE(TUAS)  
INVOLVING SFT2320L

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHC8616K** (the "Taxi"). The Taxi was hired to **POH GEOK CHOON IC NO SXXXX427E** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.40** per day (inclusive of GST).

Please be advised that the Taxi was insured with **MS First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay  
Manager, Fleet Safety

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**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**Third Party Insurer Enquiry**

Our Ref No: GR-20-055881

Date of Request: 08/04/2020

Your Ref No: Online Purchase

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road  
Singapore 579701

Dear Sir/Madam,

Enquiry Date 08/04/2020  
Enquiry By Janet Lim Siang Gek  
TP Vehicle No. SFT2320L  
Accident Date 07/04/2020

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SFT2320L	China Taiping Insurance (Singapore) Pte. Ltd.	22/03/2019-20/05/2020	6389 6111

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**TAX INVOICE**

Our Ref No: GR-20-055881

Date of Request: 08/04/2020

Your Ref No: Online Purchase

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road  
Singapore 579701

Dear Sir/Madam,

Enquiry Date 08/04/2020  
Enquiry By Janet Lim Siang Gek  
Vehicle No. SFT2320L  
Accident Date 07/04/2020

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/CTI20005109/Fps3

22 MAY 2020

**CHUA LEE BAN**  
BLK 355 CHOA CHU KANG CENTRAL  
#10-377  
SINGAPORE 680355

Dear Sir/Madam,

**ACCIDENT INVOLVING SFT 2320L AND SHC 8616K ON 06/04/2020**

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SHC 8616K against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Chew Hsiao Tong (Ms)  
Case Handler  
DID: 6742 3197  
FAX: 6741 4108  
EMAIL: chewht@lkkauto.com

*c.c. China Taiping Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)*

**RE: <SEEK MANDATE> O/R : SNM20D201728/C02 - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 06/04/2020**

Cecilia Low <cecilia.low@sg.cntaiping.com>

Mon 28/9/2020 10:24 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Hi Hsiao Tong

Please proceed to negotiate as advised;

	Amount Revised
1. Cost of Repair (w/GST)	\$ 802.50
2. Loss of Rental (3days x \$125.40)	\$ 250.80 (2days x \$125.40)
3. Loss of Income (3days x \$80.00)	\$ 100.00 (2days x \$50.00)
4. LTA Search Fee	\$ 2.00
Total	<b><u>\$ 1,155.30</u></b>

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:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Sent:** Wednesday, 9 September 2020 12:30 PM

**To:** Cecilia Low <cecilia.low@sg.cntaiping.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

**Subject:** RE: <SEEK MANDATE> O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 06/04/2020

Dear Sirs/Mdm,

We refer to our email dated 24/07/2020.

Kindly let us have your 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:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 24 July 2020 10:18 AM

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

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

**Subject:** <SEEK MANDATE> O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 06/04/2020

Your ref : **SNM20D201728/ SFT2320L/CECILIA**

Our ref : CC3/CTI20005109/Fps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SFT2320L(CHINA TAIPING) AND SHC8616K(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 **\$1,155.30(all-in)**.

The summary is as follows: -

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:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 25 June 2020 9:16 AM  
**To:** 'Cecilia Low' <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi Cecilia,

Attached is a copy of video footage from third party.

Liability is not in our insured favour as it is a head-to-rear collision.

We will proceed to negotiate and settle the matter with third party repairer.

Thanks.

*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:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>  
**Sent:** Sunday, 17 May 2020 6:47 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Subject:** RE: O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi Hsiao Tong

Please refer to attached SAS.

Thank you.

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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:** Claims Dept of CTI  
**Sent:** Friday, 8 May 2020 5:57 PM  
**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>; Su Li (LKK Auto) <[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 : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, May 8, 2020 3:52 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Sir / Madam,

Thank you for your email.

Please refer to the amended TP GIA Report.

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

Kindly take note that the case handler in-charge Hsiao Tong.

***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

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

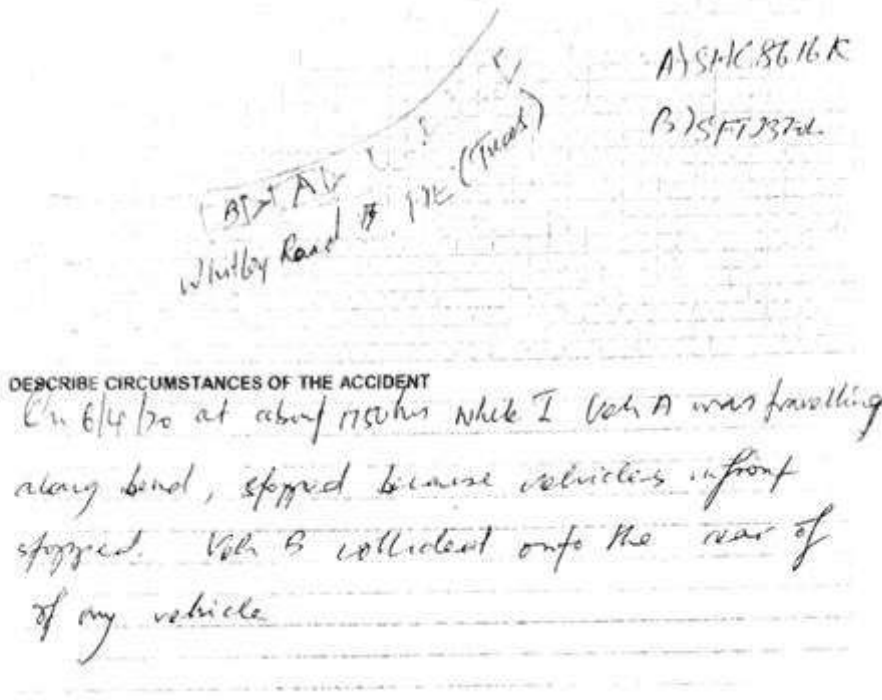
Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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**From:** Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]  
**Sent:** Tuesday, 5 May 2020 1:40 PM  
**To:** Su Li (LKK Auto)  
**Cc:** Admin A; Hsiao Tong (LKKAuto)  
**Subject:** RE: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi,

Date of accident should be 06.04.20?



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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:** Tuesday, May 5, 2020 1:25 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Sir / Madam,

Thank you for your email.

Please be informed that the date of accident confirm is on 07/04/2020.

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

Kindly take note that the case handler in-charge Hsiao Tong.

***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

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

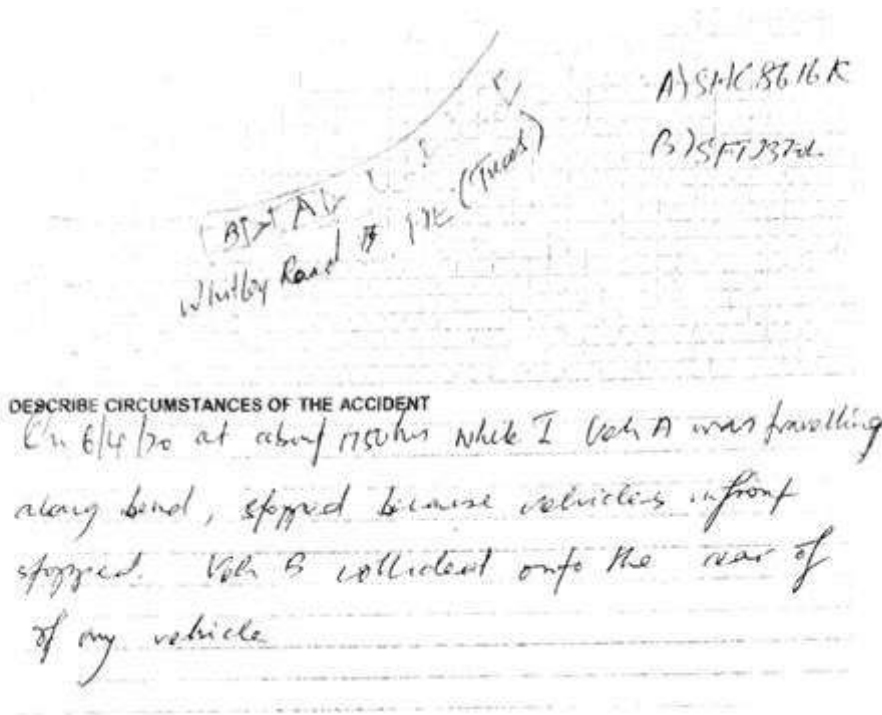
**Sent:** Tuesday, 14 April 2020 5:21 PM

**To:** Su Li (LKK Auto)

**Subject:** FW: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi,

The date of accident is 6.4.20, please confirm.



**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.

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:** Tuesday, April 14, 2020 4:46 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 SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 8616K 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

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)