

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 15 February 2021 10:05 AM  
**To:** 'Cecilia Low'  
**Cc:** Admin A  
**Subject:** RE: <Seek Mandate>O/R : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at a global sum of \$3,600.00(all-in) with third party repairer.

We are currently pending for signed DV from third party and we will proceed to close file once DV received. 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:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>  
**Sent:** Tuesday, 2 February 2021 5:32 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: <Seek Mandate>O/R : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

[Strictly Confidential]

Dear Hsiao Tong

Please proceed 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:** 太平獅城 Taiping SG

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Sunday, 31 January 2021 11:03 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: <Seek Mandate>O/R : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Sirs/mdm,

We refer to our mandate request dated 03/11/2020.

Kindly let us have your approval/instruction.

Thanks.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 15 January 2021 9:23 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: <Seek Mandate>O/R : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Sirs/mdm,

We refer to our mandate request dated 03/11/2020.

Kindly let us have your approval/instruction.

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

**Sent:** Saturday, 14 November 2020 1:09 PM

**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: <Seek Mandate>O/R : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Sirs/mdm,

We refer to our mandate request dated 03/11/2020.

Kindly let us have your approval/instruction.

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** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Tuesday, 3 November 2020 1:34 PM

**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 : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Your ref : **SNM20D201931/C02**

Our ref : CC3/CTI20005742/Fps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING YN9450E(CHINA TAIPING) AND SHA2786C(TP) ON 08/05/2020**

We refer to the above matter.

The accident occurred when our driver reversed and collided onto third party taxi. 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 **\$3,654.39(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 5,344.74	\$ 3,317.00
2. Loss of Rental (2days x \$114.95)	\$ 229.90	\$ 229.90(2days x \$114.95)
3. Loss of Income (2days x \$80.00)	\$ 160.00	\$ 100.00(2days x \$50.00)
4. LTA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 5,742.13	<b><u>\$ 3,654.39</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** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@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, 22 September 2020 12:25 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.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: O/R : SNM20D201931/C02. Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Su Li

Please refer to attached report.

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. 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:** 太平獅城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 22 September 2020 12:04 PM

**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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Cecilia,

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: 6841 1467 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:** Su Li (LKK Auto)

**Sent:** Wednesday, 22 July 2020 9:03 AM

**To:** Cecilia Low

**Cc:** Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Cecilia,

We refer to the above matter.

Attached with the video footage from TP.

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:** Su Li (LKK Auto)

**Sent:** Thursday, 2 July 2020 10:49 AM

**To:** Cecilia Low

**Cc:** Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Cecilia,

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:** Su Li (LKK Auto)

**Sent:** Wednesday, 17 June 2020 11:16 AM

**To:** Cecilia Low

**Cc:** Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Cecilia,

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

**Sent:** Thursday, 4 June 2020 12:27 PM

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

**Cc:** Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Hi Su Li

Please be informed that our insured had not reported the accident.

Thank you.

**NOTICE :**

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**Cecilia Low (Ms)**

Senior Executive

Claims

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

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**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

**Sent:** Thursday, 4 June 2020 11:11 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Cecilia,

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

**Sent:** Wednesday, 27 May 2020 4:37 PM

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

**Cc:** Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Hi Su Li

Please be informed that Insured/Insured driver had not reported the accident.

Thank you.

**NOTICE :**

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**Cecilia Low (Ms)**

Senior Executive

Claims

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---

**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

**Sent:** Wednesday, 27 May 2020 10:14 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of



CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** FW: O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Cecilia,

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

**Sent:** Monday, 18 May 2020 3:22 PM

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

**Cc:** Claims Dept of CTI

**Subject:** O/R : SNM20D201931/YN9450E/cecilia - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

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:** 太平獅城 Taiping SG

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, May 15, 2020 5:05 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.entaiping.com](mailto:claimsdept@sg.entaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving YN 9450E (OI : CTI - TBA) and SHA 2786C (TP : LKK REF - CC3/CTI20005742/Fps3) on 08/05/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHA 2786C 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 is 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)