

## Hsiao Tong (LKKAuto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Sunday, 23 August 2020 4:31 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** RE: <Seek Mandate> O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 13/05/2020 / OUR REF: SNM20D201947

Dear Sir,

Please proceed to offer as follows;

|                                      | Amount Claimed | Amount Revised              |
|--------------------------------------|----------------|-----------------------------|
| 1. Cost of Repair (w/GST)            | \$ 3,670.70    | \$ 2,621.50                 |
| 2. Loss of Rental (3days x \$110.67) | \$ 332.01      | \$ 332.01(3days x \$110.67) |
| 3. Loss of Income (3days x \$80.00)  | \$ 240.00      | \$ 150.00(3days x \$50.00)  |
| 4. LTA Search Fee                    | \$ 7.49        | \$ 7.49                     |
| Total                                | \$ 4,250.20    | <b>\$ 3,111.00</b>          |

Regards,

**Irene Tay**  
Executive  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

**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:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Thursday, August 13, 2020 10:21 AM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** <Seek Mandate> O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 13/05/2020 / OUR REF: SNM20D201947

Your ref : **SNM20D201947/YJ1319B/IRENE**  
Our ref : CC3/CTI20005744/Fps3n2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING YJ1319B(CHINA TAIPING) AND SHC8797X(TP) ON 13/05/2020**

We refer to the above matter.

the accident occurred when our driver reversed and collided onto third party parked 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 **\$3,111.00(all-in)**.

The summary is as follows: -

|                                      | Amount Claimed | Amount Revised              |
|--------------------------------------|----------------|-----------------------------|
| 1. Cost of Repair (w/GST)            | \$ 3,670.70    | \$ 2,621.50                 |
| 2. Loss of Rental (3days x \$110.67) | \$ 332.01      | \$ 332.01(3days x \$110.67) |
| 3. Loss of Income (3days x \$80.00)  | \$ 240.00      | \$ 150.00(3days x \$50.00)  |
| 4. LTA Search Fee                    | \$ 7.49        | \$ 7.49                     |
| Total                                | \$ 4,250.20    | <b><u>\$ 3,111.00</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:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Friday, 5 June 2020 12:01 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@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 : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 13/05/2020 / OUR REF: SNM20D201947

Dear Su Li

This is Irene case as shown on our reference and previously informed.

Oi report attached for your view.

Please forward future correspondences to Irene Tay to prevent any delay in reply.

**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

Thanks.

**Pauline Tham**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

**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:** Thursday, June 4, 2020 11:09 AM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; 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)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** RE: O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 13/05/2020 / OUR REF: SNM20D201947

Dear Pauline,

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:** Friday, 22 May 2020 5:53 PM  
**To:** Pauline Tham; Claims Dept of CTI  
**Cc:** Admin A; Hsiao Tong (LKKAuto); Irene Tay

**Subject:** RE: O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 13/05/2020 / OUR REF: SNM20D201947

Dear Pauline,

Noted with thanks.

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:** Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]

**Sent:** Friday, 22 May 2020 4:50 PM

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

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

**Subject:** RE: O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 13/05/2020 / OUR REF: SNM20D201947

Hi Su Li

The claim reference should be SNM20D201947

DOA 13/5/2020

Please take note to use ref SNM20D201947

I have amended the subject reference in this email.

**NOTICE :**

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Thanks.

**Pauline Tham**

Senior Executive

Claims Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

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:** Thursday, May 21, 2020 3:26 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)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** RE: O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 15/05/2020 / OUR REF: SNM20D201915

Dear Irene,

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:** Wednesday, 20 May 2020 11:11 PM  
**To:** Claims Dept of CTI; Su Li (LKK Auto)  
**Cc:** Admin A; Hsiao Tong (LKKAuto); Pauline Tham  
**Subject:** O/R : SNM20D201947/YJ1319B/IRENE - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 15/05/2020 / OUR REF: SNM20D201915

Dear All,

Please note that office in charge for this case is Irene Tay 63896192.

Claim No. : SNM20D201947/YJ1319B/IRENE

Dear Irene,

Please revert LKK.

**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

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**From:** Claims Dept of CTI  
**Sent:** Friday, May 15, 2020 6:12 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)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Subject:** RE: Direct Settlement - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 15/05/2020 / OUR REF: SNM20D201915

Dear all,

Pauline is case handler.

Dear Pauline.

Fyi.

Thank you.

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**Chong Boon Sen**  
Claims Associate  
Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) [63896171](tel:63896171) | M: (65) XXXX XXXX | F: (65) 6222 1033

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

**Sent:** Friday, May 15, 2020 4:54 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:** Direct Settlement - Accident Involving YJ 1319B (OI : CTI - TBA) and SHC 8797X (TP : LKK REF - CC3/CTI20005744/Fps3) on 15/05/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 8797X 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

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