

Our Ref : T 0520 / SHC8797X /WT/CK(st)

Your Ref :

Date : 29-May-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

**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

**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 SHC8797X YOUR INSURED YJ 1319B  
AND OTHER ON 13-May-2020**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHC8797X 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 YJ 1319B we are submitting these claims for your consideration on behalf of the claimants.

**TAXI OWNER'S CLAIM**

1	Cost of Repair	\$ 2,621.50
6	3 days Loss of Rental @ \$ 110.67 per day	\$ 332.01
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing Fees	\$ -
Sub Total :		\$ 2,961.00

**HIRER'S CLAIM**

7	3 days Loss of Income @ \$ 80.00 per days	\$ 240.00
Total Claims :		\$ 3,201.00

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

- a) Original repair bill
- b) LTA search slip/s of : YJ 1319B
- c) GIA / Police report/s of : SHC8797X
- 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.

A member of

**COMFORTDELGRO**

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING i 40 SHC8797X , YJ1319B  
ALONG NEAR BLK 139 TAMPINES ST 11****ON 13-May-20 13:30**I / We **LIM KIAN TAT RANDAL** (Hirer) NRIC No.: **SXXXX564D**and/or (Relief) NRIC No.: **SXXXX564D**Taxi Number **SHC8797X**

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 **13-May-2020**Name of Hirer **LIM KIAN TAT RANDAL**Hirer NRIC **SXXXX564D**

Signature :

Address **345 TAMPINES STREET 33 #06-362  
520345**Contact No. **91994439**

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN3077161902 Claim No : : SNM20D201947/YJ1319B/IRENE

Claimant : COMFORT TRANSPORTATION PTE LTD

Amount : **S\$3,100.00**  
Singapore Dollars Three Thousand 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. : SHC8797X  
Insured Vehicle No. : YJ1319B

Date of Loss : 13/05/2020  
Place of Accident : TAMPINES STREET 11 BLK 137 CAR PARK

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 : NGEE BENG TRADING  
Driver Name : CHOO WEI KUAN

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.

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(1) Global Sum	S\$ 3,100.00
	=====
TOTAL . . . . .	S\$ <b>3,100.00</b>
	=====

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CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 639963

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

Signature : \_\_\_\_\_ Date : 10/9/2020

"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"

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

## TAX INVOICE

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD  
SPRINGLEAF TOWER

3 ANSON ROAD #16-00  
SINGAPORE 079909

CONTACT NO: 62222366

VEHICLE NO  
SHC8797X

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
17.03.2016

CHASSIS CODE  
KMHLB41UMGU085786

NO/DATE  
91507194 20.05.2020

JOB NO.  
305399123

ODOMETER READING

JOB TYPE

Description : 3P 13.05.2020

### Invoice for Lump Sum Repair

Total Lump Sum Repair Amt		2,450.00
Add GST @ 7.000 %		171.50
Total Invoice amount		2,621.50

Issued by : KATHERINETAN 20.05.2020 09:41:25  
Repair Type : CLSO/57/57  
Payment Type/Term : /Credit 30 days

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.  
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.  
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.  
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: CT20050083

Date: 20 May 2020



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON                      13/05/2020    @   13:30 hrs  
ALONG                              NEAR BLK 139 TAMPINES ST 11  
INVOLVING                        YJ1319B

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 **SHC8797X** (the "Taxi"). The Taxi was hired to **LIM KIAN TAT RANDAL IC NO SXXXX564D** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$110.67** 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

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

SAC 8797X

MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
	FROM	TO
80	0830	2000
78	230PM	715AM
98	0800	2000
127	915PM	3AM
64	1015	1920
81	9PM	1AM
122	1130	2000
86	9PM	3AM
129	0830	2045
10	930PM	1130PM
142	0830	2145

DATE	NAME OF DRIVER	MILEAGE READING				MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
		5	5	9	5		FROM	TO
10/5/20	AZAHAM	5	5	9	5	124	9PM	3AM
11/5/20	L Ranson	5	5	9	8	65	0830	1945
11/5/20	AZAHAM	5	5	9	6	61	9PM	145AM
12/5/20	L Ranson	5	5	9	7	139	0930	2000
12/5/20	AZAHAM	5	5	9	8	63	0630AM	730AM
13/5/20	L Ranson	5	5	9	8	38	0830	1600
13/5/20	Accident Repair	5	5	9	8	14	1625	1400

## Enquire Vehicle Insurance Details

Vehicle No. Incident Date/Time Search Status Insurance Company Code Insurance Company Name

YJ1319B 13 May 2020 / 13:30:00 Successful C01 CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

[Previous](#)

[OK](#)

SUC 8797X



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/CTI20005744/Fps3

05 JUNE 2020

**NGEE BENG TRADING**  
475 TAMPINES STREET 44  
#01-113  
SINGAPORE 520475  
Attn: The Management

Dear Sir/Madam,

**ACCIDENT INVOLVING YJ 1319B AND SHC 8797X ALONG/AT TAMPINES STREET 11 BLK 137 CAR PARK ON 13/05/2020**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SHC 8797X against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your drivers' favour as he had collided onto third party parked vehicle. 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  
Case Handler  
DID: 6742 3197  
FAX: 6741 4108  
EMAIL: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 10 September 2020 2:13 PM  
**To:** 'Irene Tay'  
**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

Hi Irene,

We refer to the above matter.

For an update, we have settled the matter at a global sum of \$3,100.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents to your good office once we receive the signed DV from third party.

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:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Sunday, 23 August 2020 4:31 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**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><u>\$ 3,111.00</u></b>
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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](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, August 13, 2020 10:21 AM  
**To:** 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)>  
**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 :**

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

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

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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 :**

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:** 太平狮城 Taiping SG

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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

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Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

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**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**

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