

LOD Re: Accident on 29/8/2020 involving SHD 6315L & GBF 1772T (China Taiping's insured) Our Ref: TAX/08/20/2078/lg

Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Mon 12/10/2020 4:59 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

📎 1 attachments (641 KB)

0837_001.pdf;

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$3,092.69
Loss of Rental	\$343.47 (3 days x \$114.49)
LTA search fee	\$7.00
Total	\$3,443.16

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search

Our hirer engaged his own lawyer to claim for his injury and loss of income.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



AUTHORIZATION TO ACT

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHD 6315L** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no **SHD 6315L** that was damaged pursuant to the accident which occurred on **29/08/2020** (date) along **YISHUN BLK 435/437 CARPARK T-JUNCTION** (location) involving vehicle no/s **GBF 1772T** ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT TAXIS PTE LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 27 (day) of April (month) 2021 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00049102001 Claim No : SNM20D203196/C02/GBF1772T/TAYHP

Claimant : SMRT TAXIS PTE LTD

Amount : **S\$3,443.16**
SINGAPORE DOLLARS THREE THOUSAND FOUR HUNDRED FORTY THREE
AND CENTS SIXTEEN 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. : SHD6315L

Insured Vehicle No. : GBF1772T

Date of Loss : 29/08/2020

Place of Accident : YISHUN BLK 435/437 CARPARK T-JUNCTION

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 : IHUB SOLUTIONS PTE LTD

Driver Name : KHAIRUL AZMI BIN ABDUL KAHAR

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) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	3,092.69
(3) Loss of Use /Rental/ Earning	S\$	343.47
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL		S\$ 3,443.16

Claimant Name : _____

NRIC No : 8xxxxx206F

Signature : _____

Date : 27 APR 2021

*** This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.



AUTOMOTIVE

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

LG

SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592**Tax Invoice**GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV201000063
Date : 06.10.2020
Vehicle No. : SHD6315L
Your Ref No. : TAX/08/20/2078
Our Ref No. : 24108016
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
COVER, FR BUMPER	1.00	\$ 495.50	(100.00)	\$ 495.50	\$ 0.00
COVER, FR BUMPER RH	0.00	\$ 28.10	0.00	\$ 0.00	\$ 0.00
CLIPS PIECE, FRT & RR BUMPER	0.00	\$ 1.50	0.00	\$ 0.00	\$ 0.00
GRILLE, RADIATOR	0.00	\$ 165.00	0.00	\$ 0.00	\$ 0.00
SUPPORT, FR BUMPER RH	0.00	\$ 76.90	0.00	\$ 0.00	\$ 0.00
ABSORBER, FR BUMPER	0.00	\$ 70.30	0.00	\$ 0.00	\$ 0.00
REINFORCEMENT FRONT UPPER	0.00	\$ 691.10	0.00	\$ 0.00	\$ 0.00
ABSORBER, FR BUMPER LOWER	0.00	\$ 117.00	0.00	\$ 0.00	\$ 0.00
REINFORCEMENT FRONT LOWER	0.00	\$ 238.50	0.00	\$ 0.00	\$ 0.00
EXTENSION SUBASSY, RH	0.00	\$ 116.30	0.00	\$ 0.00	\$ 0.00
LAMP ASSY, FOG, RH	0.00	\$ 910.20	0.00	\$ 0.00	\$ 0.00
COVER ASSY, ENGINE	0.00	\$ 180.10	0.00	\$ 0.00	\$ 0.00
HOOD SUB-ASSY	0.00	\$ 938.40	0.00	\$ 0.00	\$ 0.00
INSULATOR, HOOD	0.00	\$ 393.90	0.00	\$ 0.00	\$ 0.00
HINGE ASSY, HOOD, LH	0.00	\$ 57.00	0.00	\$ 0.00	\$ 0.00
HINGE ASSY, HOOD, RH	0.00	\$ 57.00	0.00	\$ 0.00	\$ 0.00
CABLE ASSY, HOOD	0.00	\$ 53.20	0.00	\$ 0.00	\$ 0.00
SUPPORT, RADIATOR UPPER RH	0.00	\$ 76.70	0.00	\$ 0.00	\$ 0.00
UNIT, HEADLAMP, RH	1.00	\$2558.90	(10.00)	\$ 255.89	\$ 2303.01
FENDER SUB-ASSY, FR, RH	1.00	\$ 933.10	(100.00)	\$ 933.10	\$ 0.00
EMBLEM, SIDE PANEL (HYBRID)	1.00	\$ 52.90	(25.00)	\$ 13.22	\$ 39.68
SEAL SUB-ASSY, RH	0.00	\$ 50.20	0.00	\$ 0.00	\$ 0.00
LINER, FR FENDER, RH	0.00	\$ 198.40	0.00	\$ 0.00	\$ 0.00
WHEEL, DISC FRONT	0.00	\$1555.10	0.00	\$ 0.00	\$ 0.00
TYRE	0.00	\$ 126.74	0.00	\$ 0.00	\$ 0.00

Payment InstructionsPlease issue cheque in
favour of SMRT TAXIS
PTE LTD.Koo Yew Chung

Koo Yew Chung (Oct 6, 2020 15:35 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV201000063
Date : 06.10.2020
Vehicle No. : SHD6315L
Your Ref No. : TAX/08/20/2078
Our Ref No. : 24108016
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
WIPER WASHER JAR	0.00	\$ 183.60	0.00	\$ 0.00	\$ 0.00
COVER ASSY, ENGINE	1.00	\$ 180.10	(100.00)	\$ 180.10	\$ 0.00
Sub-Total					\$ 2342.69

Labour

TO REPAIR FRONT PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
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Others

TO REPSRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO REPSRAY FRONT HOOD	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY FRONT SUPPORT PANEL	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY RIM	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY FRONT FENDER RH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	1.00	\$ 30.00	0.00	\$ 0.00	\$ 30.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIT WIRE HARDESS	0.00	\$ 200.00	0.00	\$ 0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00

GRAND TOTAL \$ 3,092.69

Remark :

Make/Model : PRIUS4
Accident Date : 29.08.2020

Payment Instructions

Please issue cheque in favour
of SMRT TAXIS PTE LTD.

Koo Yew Chung

Koo Yew Chung (06/10/2020 15:35 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/08/20/2078

From: SMRT Taxis Pte Ltd

Date: 10/9/2020

**ACCIDENT ON 29/08/2020 INVOLVING SHD 6315L & GBF 1772T ALONG
YISHUN AVENUE 6**

This is to confirm that the daily rental rate for SHD 6315L is \$114.49 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Laid Up Report

Accident Start Date : 20/08/2020

Date Generated : 03/09/2020

Accident End Date : 03/09/2020

User Name : LeeGek

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/08/20/2078	SHD6315L	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24108016	31/08/2020 11:01 AM	03/09/2020 11:07 AM

Enquire Transaction History

Transaction History Details

Log Date/Time:	31 Aug 2020 / 14:55:56	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	GBF1772T		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20200631145556247202

Search Date / Time: 29 Aug 2020 12:07:00
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)



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/CTI20009403/Qpa3q2

08 April 2021

IHUB SOLUTIONS PTE LTD
24 PENJURU ROAD
#04-01, ALOG COMMODITY HUB
SINGAPORE 609128

Dear Sir/Madam,

**ACCIDENT INVOLVING GBF 1772T AND SHD 6315L ALONG/AT CAR PARK
OF BLK 435 YISHUN AVE 6 ON 29/08/2020**

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 SHD 6315L against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as he reversed and collided with third party. 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

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

RE: [SEEK MANDATE] - SNM20D203196/C02/GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qpa3) on 29/08/2020

Irene Tay <irene.tay@sg.cntaiping.com>

Fri 23/4/2021 11:51 AM

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

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

Dear Sir/Mdm (LKK),

Please proceed as per your recommendation to **"SMRT AUTOMOTIVE SERVICES PTE LTD"** at **\$3,443.16(all-in)**.

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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Monday, April 12, 2021 11:40 AM

To: Angie Foo <angie.foo@sg.cntaiping.com>

Subject: FW: [SEEK MANDATE] - SNM20D203196/C02/GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qpa3) on 29/08/2020

LOD.

*** Kindly quote our reference number when replying.

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 or fax at 6224 7175. Any inconvenience caused is much regretted.

Thank you

Chong Boon Sen

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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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

Sent: Saturday, 10 April 2021 11:34 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: [SEEK MANDATE] - SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qpa3) on 29/08/2020

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your ref: **SNM20D203196GBF1772T/TAYHP**

LKK ref : CC3/CTI20009403/Qpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBF1772T(CHINA TAIPING) AND SHD6315L(TP) ON 29/08/2020

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"SMRT AUTOMOTIVE SERVICES PTE LTD"** at **\$3,443.16(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 13,395.74	\$ 3,092.69
2. Loss of Rental (3days x \$114.49)	\$ 343.47	\$ 343.47 (3days x \$114.49)
3. LTA/GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 13,746.21	<u>\$ 3,443.16</u>

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 22 January 2021 4:06 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; claimsdept@sg.cntaiping.com <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qpa3) on 29/08/2020

Dear Irene,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 20 January, 2021 9:05 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; claimsdept@sg.cntaiping.com <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qpa3) on 29/08/2020

Dear Irene,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Saturday, 2 January, 2021 4:58 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; claimsdept@sg.cntaiping.com

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

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.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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.

From: Mei Kwan (LKKAuto)

Sent: Monday, 7 December 2020 9:36 AM

To: Irene Tay

Cc: Khanchna (LKK Auto); Admin A; claimsdept@sg.cntaiping.com

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 3 November, 2020 7:43 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>;

claimsdept@sg.cntaiping.com

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 12 October, 2020 5:43 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; claimsdept@sg.cntaiping.com

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Wednesday, 30 September, 2020 2:07 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

Dear Mei Kwan,

We are getting our insured to do reporting by this week.

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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, September 30, 2020 11:54 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

Dear Irene,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 8 September, 2020 4:08 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 4 September, 2020 9:23 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM20D203196GBF1772T/TAYHP / FW: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

Dear all,

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

Claim no. SNM20D203196GBF1772T/TAYHP.

Dear Irene,

Pls 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 or fax at 6224 7175. Any inconvenience caused is much regretted.

Thank you

Chong Boon Sen

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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, September 3, 2020 4:47 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving GBF1772T (OI : CTI - TBA) and SHD6315L (TP : LKK REF - CC3/CTI20009403/Qka3) on 29/08/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 6315L at M/s SMRT Automotive Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

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

Kindly take note that the case handler in-charge is Khanchna.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

C | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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