

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 12 January 2021 12:35 PM  
**To:** Adeline Chng  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** [SEEK MANDATE] - O/R : SNM20D203553/SGQ9740R/CHNGPW - Accident Involving SGQ9740R (OI : CTI - TBA) AND GBE1235H (TP : LKK REF - CC6/CTI20010363/Upa3) on 26/09/2020  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf; EMAIL TO OI.pdf

Your ref : **SNM20D203553/SGQ9740R/CHNGPW**  
LKK ref : CC6/CTI20010363/Upa3q2

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SGQ9740R (CTI) AND GBE1235H ON 26/09/2020**

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour. We did clarify with insured the nature of the accident and he/she is aware that NCD (if any) may be affected.

Hence, we seek your approval to offer Third Party repairer "**FASTECH AUTO PTE LTD**" at **\$5,470.50(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,613.31	\$ 4,868.50
2. Loss of Use (6days x \$150.00)	\$ 900.00	\$ 600.00 (6days x\$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$10,515.31	<b><u>\$ 5,470.50</u></b>

Surveyor recommended 5 days for repair + 1Sunday = 6days.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / 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:** Thursday, 7 January 2021 11:12 AM  
**To:** 'Adeline Chng' <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Cc:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: O/R : SNM20D203553/SGQ9740R/CHNGPW - Accident Involving SGQ9740R (OI : CTI - TBA) AND GBE1235H (TP : LKK REF - CC6/CTI20010363/Upa3) on 26/09/2020

Hi Adeline,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** 29 September 2020 11:07 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: O/R : SNM20D203553/SGQ9740R/CHNGPW - Accident Involving SGQ9740R (OI : CTI - TBA) AND GBE1235H (TP : LKK REF - CC6/CTI20010363/Uka3) on 26/09/2020

**Without Prejudice**

Dear Khanchna

Attached herewith our insured's SAS report for your perusal.

**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.

**Adeline Chng**

Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](http://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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

**Sent:** Monday, 28 September 2020 11:08 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; [jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com); Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

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

**Subject:** O/R : SNM20D203553/SGQ9740R/CHNGPW - Accident Involving SGQ9740R (OI : CTI - TBA) AND GBE1235H (TP : LKK REF - CC6/CTI20010363/Uka3) on 26/09/2020

Dear Adeline,

Please revert LKK.

Note : officer In charge – Adeline 63896155

*Kindly quote our reference number when replying.*

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Thank you

**Lim Shu Min**

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/](http://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Monday, September 28, 2020 6:04 PM

**To:** Claims Dept of CTI <[claimsdept@sg.entaiping.com](mailto:claimsdept@sg.entaiping.com)>

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

**Subject:** Direct Settlement - Accident Involving SGQ9740R (OI : CTI - TBA) AND GBE1235H (TP : LKK REF - CC6/CTI20010363/Uka3) on 26/09/2020

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s Fastech Auto Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

***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,

**Jaslin Kok** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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