

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 23 April 2021 8:21 AM  
**To:** Pauline Tham  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: [SEEK MANDATE] - Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at a global sum of \$2,800.00(all-in) with third party repairer.

We are pending for signed DV from third party and 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:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Thursday, 15 April 2021 3:13 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: [SEEK MANDATE] - Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

[Confidential]

Dear Hsiao Tong

Please proceed.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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**

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

**Sent:** Thursday, April 1, 2021 12:55 PM

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

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

**Subject:** RE: [SEEK MANDATE] - Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

Dear Sirs/Mdm,

We refer to our mandate requested dated 07/02/2021.

Kindly let us have your 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 |

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

**Sent:** Sunday, 7 February 2021 11:51 AM

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

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

**Subject:** [SEEK MANDATE] - Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

Your ref : **SNM20D203668/c02**

Our ref : CC3/CTI20010660/Kpa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SLF8364Z(CHINA TAIPING) / SHD5375U(TP) / OTHERS ON 30/09/2020**

We refer to the above matter.

Third party had no rear video footage, attached is a copy of scene photo from third party for your easy reference. This is a 3 vehicles chain collision whereby our insured was the 2<sup>nd</sup> car. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%. We have informed insured about third party claim and NCD issue.

We seek your approval to offer repairer **"TRANS-CAB AUTO SERVICES PTE LTD"** at **\$2,800.46(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 9,387.86	\$ 2,455.92 (\$2,295.25 + 7%GST)
2. Loss of Rental (4days x \$112.35)	\$ 449.40	\$ 337.05 (3days x \$112.35)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 9,844.75	<b>\$ 2,800.46</b>

Surveyor recommended 2 days for repair + 1Sunday = 3days.

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 |

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

**Sent:** 19 October 2020 4:30 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** RE: Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

[Confidential]

Hi Mei Kwan

Does SHD375U have rear video footage also?

Thanks.

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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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, October 7, 2020 10:20 AM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

Dear Pauline,

We enclosed herewith TP video footage for your perusal.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

*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*

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Tuesday, 6 October, 2020 7:27 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020 , Oref : SNM20D203668/c02

[Confidential]

## Without Prejudice

Dear Mei Kwan

Insured report attached for your view.

Please help us request for video footage from third party, especially the rear video footage if any.

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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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, October 5, 2020 3:08 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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SLF8364Z (OI : CTI - TBA) and SHD5375U (TP : LKK REF - CC3/CTI20010660/Kka3) on 30/09/2020

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 5375U at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio 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 and she can be contacted at DID: 6841 2360.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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