

BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

WITHOUT PREJUDICE

Our Ref : **SHA 7859 T**
Your Ref : **XD 8780 Z**

China Taiping Insurance (S) Pte Ltd
3 Anson Rd, Springleaf Tower
#16-00
Singapore 079909

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 11.10.2020 @ 16:35 hours along Chinese Cemetery Path 26 involving vehicles
SHA 7859 T and XD 8780 Z

We refer to the above-mentioned accident.

We are claiming as per below:-

1. Repair Cost-Part by Part(With GST)	\$ 15,543.25
2. Loss of Income for 07 Days x \$80/- per day	\$ 560.00
3. Loss of Rental for 07 Days x \$125.19/- per day(With GST)	\$ 876.33
4. LTA/GIA Search fee(With GST)	\$ 7.49
5. Towing Fee	\$ 80.00
TOTAL	\$ 17,067.07

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, Rental Agreement/Tax invoice, Mileage Record, Towing Fee and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at claims@bifrostable.com

Yours faithfully,
BIFROST AUTO PTE. LTD.

NOTE: # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.

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.

GST at 7% is charged where applicable

BIFROST AUTO PTE. LTD.

Co. Reg. No. : 201929175W

LETTER OF AUTHORISATION

Accident on 11.10.2020 @ 16:35 hours along Chinese Cemetery Path 26 involving vehicles
SHA 7859 T and XD 8780 Z

In consideration of **Bifrost Auto Pte Ltd, 6001 Beach Road #22-01, Golden Mile Tower Singapore 199589**, repairing my/our motor vehicle no **SHA 7859 T** at my request, I/We, **Tan Hiong Thong** ("the claimant") of **Blk 407 Yishun Ave 6 # 03 - 1284 Singapore 760407** (address) bearing NRIC No **S xxxx924A** the owner / hirer of motor vehicle no **SHA 7859 T**, hereby authorize them to demand claim, settle and receive whatever amount settle payable by the insurance company or third party or commence legal proceeding for cost of repairs, loss of use / income and etc to any of their appointed solicitors to act for me/us in respect of the said accident/claim and all the amount claimed or settled shall belong and make payable to them absolutely by the insurance company of the third party. I/We further authorized them to give an absolute discharge on my/our behalf and to sign discharge voucher(s) and any other documents necessary or incidentals to the conduct and disposal of my/our above claims.

I/We further agree to fully co-operate and attend all court hearings that are necessary to prosecute the claims maintained by **Bifrost Auto Pte Ltd**.

I/We further agree and undertake to indemnify them against my/our claim for costs which arise therewith.

In the event that my/our claim is unsuccessful, I/we undertake to pay to **Bifrost Auto Pte Ltd** the cost of repairs to my/our vehicle.

In the event that settlement cheque were to be drawn in my/our favour, I/we hereby give my/our instructions to clear the said cheque on my/our behalf by presenting the same for payment directly into **Bifrost Auto Pte Ltd** account. Upon clearance of the said cheque, I/we further authorize **Bifrost Auto Pte Ltd** and/or their appointed law firm to utilize the monies to pay their charges without further reference to me. I confirm that the payment to **Bifrost Auto Pte Ltd** shall amount to a good discharge of **Bifrost Auto Pte Ltd** and/or their appointed law firm's obligation to me in respect of the settlement monies.

Dated this 17 day of 10 (month) 20 20 (year)



Signed by "the claimant"

Name: **Tan Hiong Thong**

NRIC No: **S xxxx924A**



Signed by Bifrost Auto Pte Ltd

Name: Regina



MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00032162001

Claim No : SNM20D203831

Claimant : COMFORT TRANSPORTATION PTE LTD

Amount : **S\$16,681.85**

SINGAPORE DOLLARS SIXTEEN THOUSAND SIX HUNDRED EIGHTY ONE
AND CENTS EIGHTY FIVE 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. : SHA 7859T

Insured Vehicle No. : XD 8780Z

Date of Loss : 11/10/2020

Place of Accident : JUNCTION OF CHINESE CEMETERY PATH 26 & LCK RD

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 : UIHENG CONSTRUCTION PTE LTD

Driver Name : SAMYKANNU ANBALAGAN

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\$	15,543.25
(3) Loss of Use/Rental/Earning	S\$	1,051.15
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.45
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	80.00
TOTAL	S\$	16,681.85

Claimant Name : COMFORT TRANSPORTATION PTE LTD

NRIC No : _____

Signature : _____

Date : 21/6/2021

COMFORT TRANSPORTATION PTE LTD
CO. REG. NO. 199303821R

my execution of this Discharge Voucher is only
for my claim for property damage and not prejudicial
to any other claims arising from the same accident.

my execution of this Discharge Voucher is only
for my claim for property damage and not prejudicial
to any other claims arising from the same accident.

BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

Tax Invoice

China Taiping Insurance (S) Pte Ltd
3 Anson Rd, Springleaf Tower
#16-00
Singapore 079909

Inv. No. : BA.LT.2106033
Inv. Date : 21-06-2021
Ref : 11.10.2020
Terms : 30 Days
Veh. No. : SHA 7859 T
Make & Model : Ioniq

#	Description	Qty	Rate	Total	Tax
1	PART BY PART REPAIR AS RECOMMENDED BY SURVEYOR	1.0	\$14,526.40	\$14,526.40	\$1,016.85

Subtotal for invoice : S\$14,526.40
GST (7.0%) : S\$1,016.85
Total : S\$15,543.25

*I agree to the price as listed above and
affirm that the goods are received in good
condition.*

On behalf of **BIFROST AUTO PTE. LTD.**



(Customer's Signature and Company Stamp)

(Authorised Signature)

Please make cheque payable to "**BIFROST AUTO PTE LTD**" and mail to **6001 BEACH ROAD #22-01, GOLDEN MILE TOWER Singapore 199589** or direct bank transfer to **DBS Bank Current Account 070-902-886-1**.

Our Ref: CT20100184

Date: 20 October 2020



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 11/10/2020 @ 16:35 hrs
ALONG CHINESE CEMETERY PATH 26
INVOLVING XD8780Z

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 **SHA7859T** (the "Taxi"). The Taxi was hired to **TAN HIONG THONG (CHEN XIONG TONG) IC NO SXXXX924A** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.19** 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

Philip Chia
Manager, Fleet Safety

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

SHA 7859T
205427688

TO (TIME)	DATE	NAME OF DRIVER	MILEAGE READING	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
					FROM	TO
74	09/10/20	---	1 5 2 7 9	258	0748	1944
23	10/10/20	---	1 5 4 5 4	174	1133	2132
12	11/11/20	Accident	1 5 5 8 1	122	1144	1654
23	11.10.2020	Tan Hong Thong	Accident		16:55	<i>[Signature]</i>
53	17.10.2020	Tan Hong Thong	Repair		<i>[Signature]</i>	11:45
30						
6						
48						
59						
82						
9						
1						

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 13 Oct 2020 / 14:33:36

Receipt Date/Time : 13 Oct 2020 / 14:33:36

Tax Invoice/Receipt

Receipt No. : ITNET-00000-201013-002145

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - XD8780Z				
As at 11 Oct 2020/16:35:00				
Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - XD8780Z Enquiry Fee 20201013143256208957	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	411911XXXXXX7094	eNETS Credit Card		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.



You Call, We Tow - Fast . Secured . Reliable

47 Jalan Pemimpin Halcyon 2 #C01-02 Singapore 577200 Co. Reg. No. 53152603L HP: 900 900 92 Email: jim.koh@hotmail.com Website: <http://www.gaoexpress towing.sg>

CASH SALE/WORK ORDER

No. 195481

Date: 11/10/20

寶號
Messrs: CUM

車號
Vehicle No: SHV 7859T 車型
Model No: Ioniq

時間(日/夜)
Time (day/night): Contact No:

由
Location: Along Chinese Cemetery Path 26

到
To: Loyang

Cash \$: 80/- 其他
Others:

經手人
Authorised By: Tow Truck
Driver Name: J

注意本公司對所拖之車輛,在進行中如有任何損失或破壞,一概由車主自行負責。

Note: Vehicle is towed at owner's risk. The company accepts no responsibility for damages or other misdemeanour to your vehicle whilst being towed.

- ☐ Jump Start/Changing of battery
- ☐ Tyre Replacement
- ☒ Accident/Breakdown
- ☐ Multi/Basement
- ☐ With Load/Cargo Box
- ☐ King Dolly
- ☐ Transport Charge
- ☐ Low Body Kit
- ☐ Door Opening Service
- ☐ Crane Up/Winch Out
- ☐ Collect Doc/Key
- ☐ Repo
- ☐ Woodlands and Tuas Checkpoint

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 20 April 2021 3:03 PM
To: QUNFENG76@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING XD 8780Z & SHA 7859T ALONG/AT JUNCTION OF CHINESE CEMETERY PATH 26 & LCK RD ON 11/10/2020

Our Ref: CC6/CTI20011054/Dra3

UIHENG CONSTRUCTION PTE LTD – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING XD 8780Z & SHA 7859T ALONG/AT JUNCTION OF CHINESE CEMETERY PATH 26 & LCK RD ON 11/10/2020

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SHA 7859T 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 your driver was reversing and collided with third party who was stationary. Under Motor Accident Guide, vehicles reversing should exercise greater caution. 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 7 days from the date of this letter.

Please call us if you have further queries.

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

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020

Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Wed 6/16/2021 3:46 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Dear Jaslin,

Please offer as follow:

1. Cost of Repair : \$15,543.25
 2. Loss of Rental : \$751.15 (6 Days x \$125.19) – Based on the Mileage book, Taxi was in the wsp 6 days
 3. Loss of Income : \$300.00 (6 Days x \$50.00) – Based on the Mileage book, Taxi was in the wsp 6 days
 4. Towing Fee : \$ 80.00
 5. LTA Search : \$7.45
- @100%
- TOTAL: \$16,681.85

** Note: Please cc to 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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, 4 June 2021 2:08 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020

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.

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SHA7859T (TP) & XD8780Z (OI) ON 11/10/2020

We refer to the above matter.

We seek your approval to offer repairer **"BIFROST AUTO PTE LTD"** at **\$ 16,857.03 (all-in).**

Amount Claimed		Amount Revised
1. Cost of Repair	\$ 21,176.48	\$ 15,543.25 (\$14,526.40 +7%GST)
2. Loss of Rental (7 Days x \$125.19)	\$ 876.33	\$ 876.33 (7 Days x \$125.19)
3. Loss of Income (7 Days x \$80.00)	\$ 560.00	\$ 350.00 (7 Days x \$50.00)
4. Towing Fee	\$ 80.00	\$ 80.00

5. LTA Search	\$ 7.49	\$ 7.45
TOTAL	\$ 22,700.30	\$ 16,857.03

Surveyor recommended 5 days for repair + 1 PRS + 1 Sun = 7 DAYS

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Sent: Friday, 4 June 2021 8:37 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020

Dear Mei Kwan,

Kindly update the status of the claim.

Thank you.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Cecilia Low

Sent: Tuesday, 20 April 2021 2:02 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020

Hi Mei Kwan

Please refer to attached SAS.
Thank you.

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All correspondences should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

Cecilia Low (Ms)

Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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

Sent: Tuesday, 20 April 2021 11:51 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020

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Dear Cecilia,

Thank you for your email.

Kindly provide us a copy of your insured's GIA report. We will proceed to send letter to OI.

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: Tuesday, 8 December, 2020 6:34 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dka3) on 11/10/2020

Dear Cecilia,

Thank you for your email.

Kindly provide us a copy of your insured's GIA report. We will proceed to send letter to OI.

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: Cecilia Low <cecilia.low@sg.cntaiping.com>

Sent: Tuesday, 8 December, 2020 5:01 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dka3) on 11/10/2020

[Strictly Confidential]

Hi Mei Kwan

We are agreeable to negotiate on direct settlement basis.

Thank you.

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All correspondences should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Cecilia Low (Ms)

Senior Executive

Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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

Sent: Monday, 7 December 2020 9:39 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dka3) on 11/10/2020

Dear Cecilia,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly provide us 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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, 16 November, 2020 11:30 AM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, 3 November 2020 10:32 AM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

We refer to the above matter.

We have submitted TP video footage on 20th October.

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 30 October 2020 5:14 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

Video was sent on 20th October.

Meanwhile, 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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Cecilia Low <cecilia.low@sg.cntaiping.com>
Sent: Friday, 30 October 2020 5:08 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

[Strictly Confidential]

Dear Jaslin

We are not agreeable to direct settlement.

Please let us have the video footage for our review.
Thank you.

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 correspondences should be made via email claimsdept@sg.cntaiping.com or fax at **6224 7175**. Any inconvenience caused is much regretted.

Cecilia Low (Ms)
Senior Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 30 October 2020 2:57 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, 23 October 2020 11:45 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 20 October 2020 1:51 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

Kindly refer to the video attached.

Thank you.

**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 | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Tuesday, 20 October 2020 1:48 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

Enclosed TP ACCIDENT VIDEO for your perusal.

Kindly provide us a copy of your insured's GIA 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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Cecilia Low <cecilia.low@sg.cntaiping.com>

Sent: Wednesday, 14 October 2020 4:02 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - TBA) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

[Strictly Confidential]

Hi Jaslin

Please let us have the video footage.

Thank you.

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 correspondences should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Cecilia Low (Ms)

Senior Executive

Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 13 October 2020 5:54 PM
To: jaslinkok@lkkauto.com; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM20D203831/XD8780Z/LOWCT / FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - TBA) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear all,

Please note that officer in charge for this case is Cecilia Low.

Claim no. SNM20D203831/XD8780Z/LOWCT.

Dear Cecilia,

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](tel:62247175). 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:** 太平狮城 Taiping SG

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, 13 October 2020 4:05 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: Direct Settlement - Accident Involving XD8780Z (OI : CTI - TBA) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s Bifrost 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 | fax: 6741 4108

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