

## Hsiao Tong (LKKAuto)

---

**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Friday, 28 January 2022 3:06 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

WITHOUT PREJUDICE

Dear Sir/Mdm,

We refer to the above captioned matter and your email below.

Please proceed to offer repairer **"TRANS-CAB AUTO SERVICES PTE LTD"** at **\$8,561.15(all-in)**.

Regards,

**Irene Tay**  
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>  
**Sent:** Tuesday, 25 January 2022 1:18 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

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**URGENT**

Hi Irene,

We refer to our email dated 14/10/2021

Please let us have your mandate/instruction. Otherwise, third party intends to pass the case to lawyer for further handling.

Thank you.

***"Wishing You Happiness & Prosperity Chinese New Year 2022"***

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 10 December 2021 1:09 PM

**To:** 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:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

**URGENT**

Hi Irene,

We refer to our email dated 14/10/2021

Please let us have your mandate/instruction. Otherwise, third party intends to pass the case to lawyer for further handling.

Thank you.

**"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.**

**In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."**

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)

---

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

**Sent:** Sunday, 14 November 2021 10:41 AM

**To:** 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:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

Hi Irene,

We refer to our email dated 14/10/2021

Please let us have your mandate/instruction. Otherwise, third party intends to pass the case to lawyer for further handling.

Thank you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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

**Sent:** Thursday, 14 October 2021 12:15 pm

**To:** 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:** Re: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

Hi Irene,

We have contacted insured and also follow up with an email with video footage to advise that liability is not driver favour(see attached). Till date, there is no response/ feedback from insured.

Please let us have your mandate/instruction. 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.**

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)

---

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Monday, 27 September 2021 10:13 pm

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

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

**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

WITHOUT PREJUDICE

Dear Sir/Mdm,

Please try to contact insured and advise accordingly before any proposal .

Regards,

**Irene Tay**  
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:** Friday, September 3, 2021 3:44 PM

**To:** 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:** Fw: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) 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.

## URGENT REMINDER

Hi Irene,

Attached is a copy of third-party video(MP4 format) for your reference. Pls let me know if you still unable to view it.

From third party video, our insured driver was making a right turn from left lane and collided with third party who was driving straight on the right lane. It is consistent to our insured accident report as well. As per our record, we have informed insured about third party claim on Dec 2020 and no further feedback from insured on this matter.

Please let us have your mandate/instruction after reviewing the matter. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

*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)

---

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

**Sent:** Tuesday, 10 August 2021 5:21 pm

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

## REMINDER

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Please let us have your mandate/instruction after reviewing the matter. Thanks.

**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)

---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 7 July 2021 11:38 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** Re: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

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Please let us have your mandate/instruction after reviewing the matter. Thanks.

**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)

---

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Saturday, 19 June 2021 9:58 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

Dear Mdm,

Firstly, I am unable to view the video footage.

Secondly, have you spoken to insured driver on his views.  
Please resend me the video footage asap.

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:** Friday, June 18, 2021 12:18 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** Fw: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

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#### 4th REMINDER

Hi Irene,

Third party rejected our 50% offer and provided video footage(see attached).

From third party video, our insured driver was making a right turn from left lane and collided with third party who was driving straight on the right lane. Liability is not in our driver favour.

Kindly review and let us have your further mandate. Thanks.

**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)

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

**Sent:** Saturday, 22 May 2021 2:42 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** Re: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

### 3rd REMINDER

Hi Irene,

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*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)

---

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

**Sent:** Sunday, 2 May 2021 11:46 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** Re: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

### 2nd REMINDER

Hi Irene,

Third party rejected our 50% offer and provided video footage(see attached).

From third party video, our insured driver was making a right turn from left lane and collided with third party who was driving straight on the right lane. Liability is not in our driver favour.

Kindly review and let us have your further mandate. Thanks.

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)



---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 1 April 2021 1:38 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

**REMINDER**

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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)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 9 March 2021 11:15 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

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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)

---

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Monday, 8 March 2021 10:54 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

**WITHOUT PREJUDICE**

Dear Sir/Mdm,

We refer to the above captioned matter and your email below.

We have reviewed the matter, please offer as follows;

Cost of repair	:\$8,078.50
Loss of rental	:\$ 475.20
At 50%	:\$4,276.85
LTA	:\$ 7.45
Total	:\$4,284.30

Please revert.

Meanwhile, please withhold any further legal proceedings.

Thank You.

Regards,

**Irene Tay**  
Executive  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
Direct (65) 6389 6192  
Fax (65) 62247478/62247175  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[www.sg.cntaiping.com](http://www.sg.cntaiping.com)

---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, February 11, 2021 9:27 AM  
**To:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>

**Subject:** FW: [SEEK MANDATE]- SNM20D203847/C02/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

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](mailto: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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

---

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

**Sent:** Thursday, 11 February 2021 8:50 AM

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

**Subject:** [SEEK MANDATE]- SNM20D203847/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kpa3) on 11/10/2020

Your ref: **SNM20D203847/SMD8346A/TAYHP**  
LKK ref : CC3/CTI20011099/Kpa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMD8346A(CHINA TAIPING) AND SHD9945Z(TP) ON 11/10/2020**

We refer to the above matter.

The accident occurred when our driver turned out from minor road and collided with third party who was on main road. 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 **"TRANS-CAB AUTO SERVICES PTE LTD"** at **\$8,561.15(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 23,620.55	\$ 8,078.50 (\$7,550.00 + 7%GST)
2. Loss of Rental (6days x \$95.04)	\$ 570.24	\$ 475.20 (5days x \$95.04)
3. LTA/GIA Search Fee	\$ 7.49	\$ 7.45
<b>Total</b>	<b>\$ 24,198.28</b>	<b><u>\$ 8,561.15</u></b>

Surveyor recommended 3 days for repair + 1Sunday + 1PRS = 5days.

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:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** 6 November 2020 6:35 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** FW: SNM20D203847/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kka3) on 11/10/2020

Dear Sir/Mdm,

We refer to the above matter.

Enclosed herewith our insured GIA report for your attention.

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:** Claims Dept of CTI

**Sent:** Wednesday, October 14, 2020 2:40 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

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

**Subject:** O/R: SNM20D203847/SMD8346A/TAYHP / FW: Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kka3) on 11/10/2020

Dear all,

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

Claim no. SNM20D203847/SMD8346A/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](mailto: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](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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 14 October 2020 12:58 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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SMD8346A (OI : CTI - TBA) and SHD9945Z (TP : LKK REF - CC3/CTI20011099/Kka3) on 11/10/2020

Dear Sirs/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 9945Z 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)

***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***