

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 13 April 2021 4:35 PM
To: 'Irene Tay'
Cc: Admin A
Subject: RE: [SEEK MANDATE] - SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Sir/Mdm,

We refer to the above matter.

We have settled the matter at a global sum of **\$2,850.00(all-in)** with third party repairer.

We are pending for signed DV from third party and will proceed to close file once DV received.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: 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>
Sent: Sunday, 11 April 2021 7:08 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: [SEEK MANDATE] - SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Sir/Mdm,

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

Please proceed to offer as per your proposal of \$2,943.05.

Please revert.

Regards,

Irene Tay
Executive

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Tuesday, March 30, 2021 5:26 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] - SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Sirs/Mdm,

We refer to our mandate request dated 05/03/2021.

Kindly let us have your instruction as third party is chasing. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: 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: Friday, 5 March 2021 8:36 AM

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

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

Subject: [SEEK MANDATE] - SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Your ref: **SNM20D203887/C02/SJF6634G/TAYHP**

LKK ref : CC3/CTI20011208/Eps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SJF6634G(CHINA TAIPING) AND SHC6250U(TP) ON 14/10/2020

We refer to the above matter.

The accident occurred when our insured driver turned out our from minor road and collided with third party who was driving along 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 **"PREMIER AUTOMOTIVE SERVICES PTE LTD"** at **\$2,943.05(all-in).**

The summary is as follows: -

| | Amount Claimed | Amount Revised |
|--------------------------------------|--------------------|----------------------------------|
| 1. Cost of Repair (w/GST) | \$ 9,297.12 | \$ 2,354.00 (\$2,200.00 + 7%GST) |
| 2. Loss of Rental (5days x \$67.41) | \$ 337.05 | \$ 337.05 (5days x \$67.41) |
| 3. Loss of Income (5days x \$100.00) | \$ 500.00 | \$ 250.00 (5days x \$50.00) |
| 4. LTA/GIA Search Fee | \$ 2.00 | \$ 2.00 |
| Total | \$10,136.17 | <u>\$ 2,943.05</u> |

Surveyor recommended 4 days for repair + 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 | 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>

Sent: Thursday, 28 January 2021 1:21 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Sir/Mdm,

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Monday, January 4, 2021 11:07 AM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

YOUR REF: SNM20D203887/C02/SJF6634G/TAYHP

Dear Irene,

We refer to the above matter.

Kindly advise whether our Insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please be informed that my colleague Hsiao Tong is the current PIC.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: 23 November 2020 5:42 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

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.

** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Su Li (LKK Auto)

Sent: Tuesday, 20 October 2020 3:09 PM

To: Irene Tay; Khanchna (LKK Auto)

Cc: Claims Dept of CTI; Admin A

Subject: RE: SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Irene,

We refer to the above matter.

We have inspected third party vehicle SHC 6250U at M/s PREMIER AUTOMOTIVE SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**

Meanwhile, kindly provide us 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.

** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]

Sent: Friday, 16 October 2020 10:30 AM

To: Su Li (LKK Auto); Admin A; Khanchna (LKK Auto); Irene Tay

Cc: Claims Dept of CTI

Subject: O/R: SNM20D203887/C02/SJF6634G/TAYHP / FW: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear all,

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

Claim no. SNM20D203887/C02/SJF6634G/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](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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 16 October 2020 10:12 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Sir / Madam,

Resend with attached.

** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Su Li (LKK Auto)

Sent: Friday, 16 October 2020 10:09 AM

To: Claims Dept of CTI

Cc: Admin A; Khanchna (LKK Auto)

Subject: Direct Settlement - Accident Involving SJF 6634G (OI : CTI - TBA) and SHC 6250U (TP : LKK REF - CC3/CTI20011208/ks3) on 14/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s PREMIER AUTOMOTIVE SERVICES PTE LTD on a WP basis 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.

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

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)