

# BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

WITHOUT PREJUDICE

Our Ref : **SHC 3422 K**  
Your Ref : **SMP 704 P**

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

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 19.04.2021 @ 08:45 hours along Ubi Road 3 involving vehicles SHC 3422 K and SMP 704 P

We refer to the above-mentioned accident.

We are claiming as per below:-

1. Repair Cost – Part By Part (With GST)	\$	12,151.42
2. Loss of Income for 10 Days x \$80/- per day	\$	800.00
3. Loss of Rental for 10 Days x \$129.68 per day (With GST)	\$	1,296.80
4. LTA/GIA Search fee (With GST)	\$	7.45
5. Towing Fee	\$	80.00
<b>TOTAL</b>	<b>\$</b>	<b>14,335.67</b>

Enclosed herewith a copy each of relevant 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@bifrostauto.com](mailto:claims@bifrostauto.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 19.04.2021 @ 08:45 hours along Ubi Road 3 involving vehicles SHC 3422 K and SMP 704 P

In consideration of **Bifrost Auto Pte Ltd, 6001 Beach Road #22-01, Golden Mile Tower Singapore 199589**, repairing my/our motor vehicle no **SHC 3422 K** at my request, I/We, **Boo Han Boo** ("the claimant") of **Blk 461 Ang Mo Kio Ave 10 # 08 - 1166 Singapore 560461** (address) bearing NRIC No **S xxxx398B** the owner / hirer of motor vehicle no **SHC 3422 K**, 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 28 day of 04 (month) 20 21 (year)

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



Signed by "the claimant"

Name: **Boo Han Boo**

NRIC No: **S xxxx398B**



Signed by Bifrost Auto Pte Ltd

Name: \_\_\_\_\_

305464618  
DOA: 19.04.2021  
DV: \$13,955.67  
SHC 3422K  
China Tai Ping

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNA00120572001 Claim No : SNM21D202259/C02/SMP704P/THAMYL  
Claimant : COMFORT TRANSPORTATION PTE LTD  
Amount : S\$13,955.67  
DOLLARS THIRTEEN THOUSAND NINE HUNDRED FIFTY FIVE AND CENTS  
SIXTY SEVEN 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. : SHC 3422K  
Insured Vehicle No. : SMP 704P

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

Date of Loss : 19/04/2021  
Place of Accident : UBI RD 3

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 : HOH KIN LOK  
Driver Name : LIU YONGQI

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.

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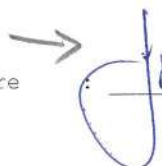
(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	12,151.42
(3) Loss of Use/Rental/ <del>Earning</del>	S\$	1,796.80
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.45
(5) Medical Reports/Expenses	S\$	
(6) <del>Survey Fees</del> /Towing Fee	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL . . . . .	S\$	13,955.67
	=====	

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Claimant Name : COMFORT TRANSPORTATION PTE LTD

NRIC No : 1XXXXX821R

Signature

→  J. Chaper (P) 16/mar/2022

Date : 16/3/2022

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

# 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.2203014  
**Inv. Date :** 16-03-2022  
**Ref :** 19.04.2021  
**Terms :** 30 Days  
**Veh. No. :** SHC 3422 K  
**Make & Model :** Prius

#	Description	Qty	Rate	Total	Tax
1	PART BY PART REPAIR AS RECOMMEDED BY SURVEYOR	1.0	\$11,356.47	\$11,356.47	\$794.95

**Subtotal for invoice :** S\$11,356.47  
**GST (7.0%) :** S\$794.95  
**Total :** S\$12,151.42

*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.**



A handwritten signature in blue ink, appearing to be "Jhy".

(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: CT21040315

Date: 21 April 2021



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON            19/04/2021    @   08:45 hrs  
ALONG                    UBI RD 3  
INVOLVING              SMP704P

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 **SHC3422K** (the "Taxi"). The Taxi was hired to **BOO HAN BOO IC NO SXXXX398B** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$129.68** per day (inclusive of GST).

Please be advised that the Taxi was insured with **AXA Insurance Singapore Pte 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.

SHC 3422K

305464618

(TIME)	DATE	NAME OF DRIVER	MILEAGE READING	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)
TO					FROM TO
31	19.04.2021	BOO HAN BOO	ACCIDENT		0830
30	28.04.2021	BOON HAN BOO	REPAIR		✓ 1330
59					
13					
37					
35					
45					
" 00					
.15					

Payment Voucher

Pay To	HIRER NAME & IC NO :	Boo Han Boo	S xxx398B	Payment Type :	Cheque
	(Name as per Bank Account/ NRIC)			Cheque No.:	305123
				Date	21/04/2021
Details of Payment					\$
LOSS OF INCOME (\$80.00 PER DAY) (FROM <u>19.04.2021</u> TO <u>28.04.2021</u> : <u>10</u> DAYS) TAXI NO. SHC 3422 K DOA : 19 Apr 2021 REFER NO. 2140418					
DBS 305123					
Amount :					800

For commission, referral fees, loss of use/rental and other payments to customers :

Checked I:	Claims / Operations Dept
Verified E:	Finance Dept

[Pls initial & insert date]

Prepared By : LEONG  
21/04/2021

Code	Account Name	Dept Code	Location	Dr / (Cr)

Authorised & Approved By Lim  
21/04/2021

Received By : DATE  
28.04.2019



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.gaoexpresstowing.sg>

## CASH SALE/WORK ORDER

No. 207705

Date: 19/4/2021

寶號

Messrs: CUM

車號

Vehicle No: SHC 3422K

車型

Model No: Prius

時間(日/夜)

Time (day/night):

Contact No:

由

Location: Ubi Rd

到

To: Loyang CG

Cash \$:

80f

其他

Others:

經手人

Authorised By:

Tow Truck

Driver Name:

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

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 19 Apr 2021 / 12:26:46

Receipt Date/Time : 19 Apr 2021 / 12:26:46

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-210419-001583

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
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Result of Insurance Enquiry - SMP704P

As at 19 Apr 2021/08:30:00

Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

1 Insurance Enquiry - SMP704P

Enquiry Fee

20210419122602386319

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.

**Asher Sng (LKKAUTO)**

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Tuesday, 4 May 2021 2:55 PM  
**To:** jevon@wisol.com.sg  
**Subject:** ACCIDENT INVOLVING SMP 704P AND SHC 3422K ON 19/04/2021

**Our Ref: CC6/CTI21004947/Bea3**

04 MAY 2021

**HOH KIN LOK**

Dear Sir/Madam,

**ACCIDENT INVOLVING SMP 704P AND SHC 3422K ON 19/04/2021**

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.

Based on the accident report and accident scenario, liability is down against us. 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 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Asher  
*Case Handler*  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

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

Our Ref : TP/IP/20499/2021  
Date : 23 June 2021

BOO HAN BOO  
BLK 461 ANG MO KIO AVENUE 10  
#08-1166  
SINGAPORE 560461

Dear Sir/Madam

ROAD TRAFFIC ACCIDENT INVOLVING SMP 704 P AND SHC 3422 K ALONG UBI ROAD 3 ON  
19.04.2021 AT ABOUT 8.20AM

I refer to the above accident.

2. Please be informed that we have completed our investigations which revealed that the driver/rider of **SMP 704 P** had committed an offence of **Careless Driving Causing Hurt under Section 65(1)(a) of the Road Traffic Act Chapter 276 p/u Section 65(4)(a) of the same Act.** Action has been initiated against the driver/rider for the said offence.
3. If you have any clarification, you may contact the Investigation Officer, Senior Staff Sergeant Syed Zayid Muhammad at office number: 65476404.
4. Thank you.

Yours faithfully

HEAD INVESTIGATION  
TRAFFIC POLICE  
SINGAPORE POLICE FORCE

## Asher Sng (LKKAuto)

---

**From:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Sent:** Friday, 11 March 2022 14:34  
**To:** Asher Sng (LKKAuto)  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Asher

Please proceed as proposed.

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 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.

Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | 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:** 太平狮城 Taiping SG

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**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Friday, 4 March 2022 12:00 pm  
**To:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [MANDATE REQUEST] RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

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Your ref : SNM21D202259/C02/SMP704P/THAMYL

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured move off from stationary position and hit third party vehicle (PIR against insured).

We are of the opinion that liability is not in our insured's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **BIFROST AUTO PTE LTD**" at **\$13,955.67 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 35,699.32	\$ 12,151.42
2. Loss of Rental (10days x \$129.68)	\$ 1,296.80	\$ 1,296.80 (10days x \$129.68)
3. Loss of Income (10days x \$80)	\$ 800.00	\$ 500.00 (10days x \$50)
4. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 37,803.57	<b>\$ 13,955.67</b>

Enclosed here with all the relevant documents for your perusal.

**For your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Wednesday, 8 September 2021 10:20

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Hi Asher

So far any comment/response from OI?

Thank you.

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Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**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](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:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Tuesday, 31 August 2021 3:03 PM  
**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

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Hi Cecilia,

We refer to the email below.

We have revert to insured on the matter. We are currently pending third party to finalize the case.

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

Thank You.

Best Regards,  
**Asher Sng** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051  
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:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Thursday, 26 August 2021 11:39 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Dear Asher

Third party had already received the PIR in June 2021, we believe the insured driver should have also received a copy. We are not able to wait indefinitely for insured to forward us the document. You may wish to forward the PIR (with third party's particular covered) to insured.

Please keep us posted on status.

Thank you.

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Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
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DID: (65) 6389 6530 | F: (65) 6225 5879

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Wednesday, 25 August 2021 10:30 AM  
**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

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Hi Cecilia,

We refer to the email below.

Insured is still awaiting for the police to revert on the investigation result.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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.*

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**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Wednesday, 25 August 2021 10:15 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Hi Asher

Would insured appeal to traffic police?

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

**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](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:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Wednesday, 25 August 2021 10:09 AM

**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

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Hi Cecilia,

We refer to the email below.

We are still pending for insured PIR to review the liability as insured strongly dispute on the case.

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Wednesday, 25 August 2021 10:02 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Hi Asher

Please update direct settlement status.

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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**From:** Cecilia Lee Peng Geok

**Sent:** Wednesday, 18 August 2021 2:44 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Hi Asher

Attached PIR fyi.

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, 16 August 2021 3:54 PM

**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

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Hi Cecilia,

We refer to the email below.

Enclosed a copy of the third party video for your easy reference,.

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Monday, 16 August 2021 2:56 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Hi Asher

Please advise claim status.

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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---

**From:** Pauline Tham  
**Sent:** Wednesday, 21 April 2021 9:00 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

[Confidential]

Hi Mei Kwan

OI report attached.

Insured reported that third party turn out from minor road.

Please help to obtain the full video.

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

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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

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---

**From:** Claims Dept of CTI  
**Sent:** Tuesday, April 20, 2021 5:24 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D202259/C02/SMP704P/THAMYL / FW: Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

Dear Sir,

Please note that officer in charge for this case is Pauline Tham.

Claim no. SNM21D202259/C02/SMP704P/THAMYL.

Dear Pauline,

Pls revert LKK.

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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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 20 April 2021 3:25 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SMP704P (OI : CTI - TBA) AND SHC3422K (TP : LKK REF - CC6/CTI21004947/Bea3) on 19/04/2021

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Dear Sir / Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Bifrost Auto Pte Ltd - Sin Ming and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

- LTA search

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Kindly take note that the case handler in-charge Asher.

*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)