

EzLyna (LKKAUTO)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Friday, 12 May 2023 5:22 PM
To: EzLyna (LKKAUTO)
Cc: Admin A
Subject: RE: ADDITIONAL 9 DAYS OF LOadSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Hi Ezlyna

Please proceed with additional 9 days.

Cor : \$15943.00
Lou : \$1860.00 (31days x \$60)
LTA : \$7.45
Total : \$17810.45

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Sent: Friday, May 12, 2023 5:13 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: ADDITIONAL 9 DAYS OF LOadSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

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Dear Pauline,

We refer to your email below.

Requested clearer copy from TP WS. Pls find enclosed. Thank you.

With warmest regards,
Ezlyna

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Friday, May 12, 2023 3:56 PM

To: Ezlyna (LKKAuto) <ezlyna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: ADDITIONAL 9 DAYS OF LOSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Hi Ezlyna

The image is blur.

Please ask workshop to resend the copy. Thanks.



Thanks.

Pauline Tham
Claims Department

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From: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>

Sent: Friday, May 12, 2023 2:47 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: ADDITIONAL 9 DAYS OF LOSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

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Dear Pauline,

We refer to our email below. TP WS has replied to our queries:-

“Dear Ezlyna,

We re attached the invoice for your reference.

Invoice dated 12/07/2021 is the auto tailgate where order was being placed.

The auto tailgate was ordered on 12/07/2021, reached SG on 28/07/2021 and sent to the accessories shop on the same day to fix it.

On 29/07/2021, the soundproof (**STP Black Gold x24**) was fixed and the vehicle was ready on 30/07/2021.

And as to why the order of the item was made only on the 12/07/2021 12 days after the inspection was done is due to the extensive damage of the vehicle at the point of accident, we were not able to test out if the auto tailgate is in working condition or not. Therefore, it was being marked as question mark.

After we repair and replace the accident damaged vehicle and fix up the ' auto tailgate ' then we check and know that the 'auto tailgate ' is faulty. Therefore we placed the order at that time.

I hope this above clarifies.

Thank You.

Best Regards,

Ms Wong

MG Solution Pte Ltd “

Pls find enclosed documents that forwarded from TP WS – Invoice & DO.

Thank you.

With warmest regards,

Ezlyna

From: EzLyna (LKKAUTO)

Sent: Thursday, May 11, 2023 2:03 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Subject: RE: ADDITIONAL 9 DAYS OF LOSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Dear Pauline,

We refer to your email below.

We have sent your queries to TP WS to revert. Will update upon receipt the same. Thank you.

With warmest regards,
Ezlyna

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Monday, May 8, 2023 10:25 AM

To: EzLyna (LKKAuto) <ezlyna@lkkauto.com>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>

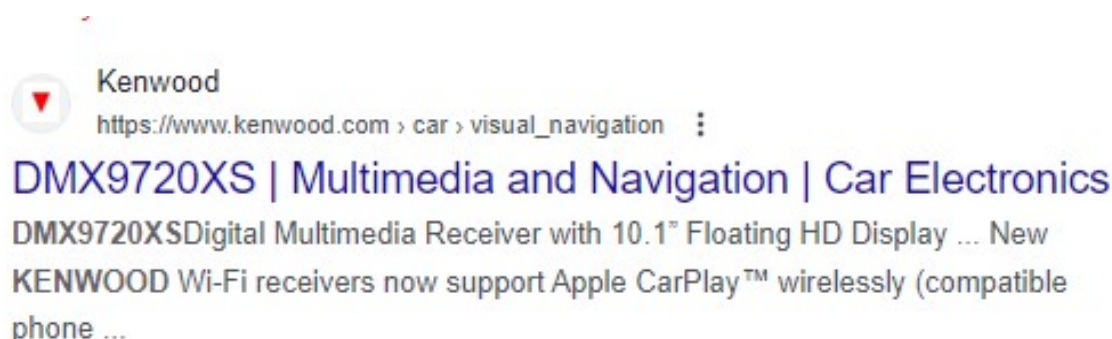
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: ADDITIONAL 9 DAYS OF LOSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Hi Ezlyna

Queries.

1. Base on invoice dated 29/7/2021, item is multimedia receiver.



2. Which item is auto tailgate?

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
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From: EzLyna (LKKAuto) <ezlyna@lkkauto.com>

Sent: Tuesday, November 8, 2022 11:04 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: ADDITIONAL 9 DAYS OF LOSS OF USE /[MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

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Dear Pauline,

We refer to your email below dated of 25.10.2022.

Third party workshop disagreed on our proposal and would like to request additional 9 days for Loss Of Use due to shipment delayed on auto tailgate. (email enclosed herewith)

Please find enclosed documents provided by workshop.

We are waiting for your instructions and mandate for this matter.

Thank you.

Best Regards,
Ezlyna Eng | Case Handler
LKK Auto Consultants Pte Ltd
phone: 6841-6051 | email: Ezlyna@lkkauto.com |
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

***Email from TP workshop:-**

We refer to your email dated 26/10/2022.

We would like to request 31 days for LOU due to shipment delay. Please find attached th

The auto tailgate was ordered on 12/07/2021, reached SG on 28/07/2021 and sent to the

On 29/07/2021, the soundproof was fixed and the vehicle was ready on 30/07/2021.

Therefore, we would like to counter propose as per below:

COR: \$15,943.10 - Agreed

LOU: \$1,860.00 (31 days x \$60) - Request: including of 1 PRI: 30/06 & 4 Sunday: 04/07,

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Tuesday, 25 October 2022 6:33 PM

To: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: [MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Hi Ezlyna

Please proceed.

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: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>

Sent: Tuesday, October 25, 2022 5:44 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: [MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

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Dear Pauline,

We refer to the above matter and Ms Asher's email below.

Kindly revert on your approval to us soonest.

Thank you.

Best regards,
Ezlyna

From: Asher Sng (LKKAuto)
Sent: Tuesday, 19 July 2022 10:52 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Hi Pauline,

We refer to the above matter.

Third party have provided the document for the parts delay, after review the matter.

We seek your approval to offer repairer **"MG SOLUTION PTE LTD"** at **\$ 17,270.45 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 28,352.64	\$ 15,943.00
2. Loss of Use (31 days x \$200.00)	\$ 6,200.00	\$ 1,320.00 (22 days x \$60.00)
3. LTA / GIA Search Fee	\$ 7.45	\$ 7.45
Total:	\$34,560.09	\$ 17,270.45

Surveyor recommended 11 days for repair + 1PRI + 2sun + 8days waiting for parts.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: 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: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Thursday, 16 December, 2021 12:20 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

Hi Jaslin

Has the surveyor recommended that 31 days is reasonable?

Thanks.

** 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

Thanks.

Pauline Tham
Claims Department

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3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, December 16, 2021 10:33 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203603/C02/SKD285T/THAMYL /FW: Direct Settlement - Accident Involving SKD285T (OI : CTI - TBA) AND SKV5699E (TP : LKK REF - CC6/CTI21007236/Ara3) on 26/06/2021

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Dear Pauline

Workshop would like to request for 31 days LOU due to shipment delay.

Please find attached the spare parts invoice for your reference.

The auto tailgate was ordered on 12/07/2021, reached SG on 28/07/2021 and sent to the accessories shop on the same day to fix it.