



## MG SOLUTION PTE LTD

23 Kaki Bukit Ave 4, AAS Kaki Bukit Centre #04-01 Singapore 415933

Tel: 6243 1373 Fax: 6243 1376

(GST Reg. No. 201427944N)

Date : 03/11/2021

Your Ref : **SKD285T**

To : **CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD**

Attn : Motor Claims Department

Dear Sir/Mdm,

**RE: ACCIDENT INVOLVING VEHICLE SKV5699E & SKD285T ON 26/06/2021 AT  
ALONG SEMBAWANG ROAD.**

We refer to the above matter.

Attached copies of the following for your kind perusal:

- 1) Proforma Bill No.218152 @ S\$15,943.00 (Inclusive Of 7% GST)
- 2) Loss of Use @ S\$6,200.00 (31 Days x S\$200)
- 3) LTA Search @ S\$7.45
- 4) Authorisation to Act
- 5) GIA Report

Hope the above is in order and kindly let us have your confirmation soon.

Tax invoice will be issue upon amount finalized.

Thank You.

Yours faithfully,



Sharon Chia

HP: 8121 1373

E-mail: mg3solution@gmail.com

LETTER OF AUTHORITY

Name : LEE MEI JING LAURA

Address : 66 WOODLANDS DRIVE 16  
#09-34 S (737893)

Contact No : \_\_\_\_\_

TO: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Dear Sirs,

ACCIDENT INVOLVING SKV 5699E AND SKD 285T ON 26/06/2021  
AT/ ALONG SEMBAWANG ROAD

I/We, LEE MEI JING LAURA, am/are the registered owner of  
motor car no. SKV 5699E

Please note that I have assigned all compensations monies due to me/us in the above said accident  
to **M/S MG SOLUTION PTE LTD.**

I/We, hereby authorize you to release all compensation monies pertaining to the above-mentioned  
accident to **M/S MG SOLUTION PTE LTD** and forward your settlement cheque to **M/S MG SOLUTION  
PTE LTD** whom I had authorized to collect the said compensation monies.

Thank you

Lauralee  
Signature of Claimant

Witness By

[Signature]

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00081212101 Claim No : SNM21D203603/C02/SKD285T/THAMYL

Claimant : LEE MEI JING LAURA

Amount : **S\$17,779.45**

SINGAPORE DOLLARS SEVENTEEN THOUSAND SEVEN HUNDRED SEVENTY NINE AND CENTS FORTY 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. : SKV5699E

Insured Vehicle No. : SKD285T

Date of Loss : 26/06/2021

Place of Accident : SEMBAWANG ROAD

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 : JIANG YAZHENG

Driver Name : LIU YANGGUANG

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\$	16,092.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	1,680.00
(4) <del>GIA/Police Reports/</del> Investigation Results/Search Fees	S\$	7.45
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		<b>S\$ 17,779.45</b>

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Claimant Name : Lee Mei Jing Laura

NRIC No : S7911359Z

Signature : 

Date : 17 May 2023

Provided always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect my further claim for general and special damages for my personal injuries sustained in the same accident.



## MG SOLUTION PTE LTD

23 Kaki Bukit Ave 4, AAS Kaki Bukit Centre #04-01 Singapore 415933

Tel: 6744 4986 / 6744 4165

(GST Reg. No. 201427944N)

# TAX INVOICE

Bill To:

**CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD**

NO. 3 ANSON ROAD

#16-00 SPRINGLEAF TOWER

SINGAPORE 079909

INVOICE No : TI 239050

PB No : 218152

Date : 05-May-2023

ATTN : MOTOR CLAIMS DEPARTMENT

Vehicle Number : SKV 5699E

QTY	DESCRIPTION	AMOUNT
1	To carried out accident repair as per surveyor's recommendation (Lump Sum)	\$ 14,900.00
SUB-TOTAL		14,900.00
GST 8%		1,192.00
TOTAL		\$ 16,092.00

Cheque should be made payable to **MG Solution Pte Ltd**



Co's stamp & Authorised Signature

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 28 Jun 2021 / 13:27:24

Receipt Date/Time : 28 Jun 2021 / 13:27:24

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-210628-001841

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 - SKD285T				
As at 26 Jun 2021/12:07:00				
Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - SKD285T			
	Enquiry Fee	7.00	0.49	7.49
	20210628132632685992			
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
Paid By				
	20210628132641230	Direct Debit: eNETS Debit (Internet Banking)		7.45
	<b>Total</b>			7.45
	<b>Cash Change</b>			0.00
	<b>Tendered Amount</b>			7.45
	<b>Excess Refundable Amount</b>			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.



**ACCIDENT INVOLVING SKD 285T & SKV 5699E ALONG/AT SEMBAWANG ROAD ON 26/06/2021**

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

Mon 7/26/2021 7:15 PM

To: chloe.intertekmanpower@gmail.com <chloe.intertekmanpower@gmail.com>

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

Our Ref: CC6/CTI21007236/Ara3

**JIANG YAZHENG – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SKD 285T & SKV 5699E ALONG/AT SEMBAWANG ROAD ON 26/06/2021**

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.

We have received a claim from SKV 5699E 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 favor as it is a head-to-rear collision. 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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

## EzLyna (LKKAUTO)

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**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](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:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Sent:** Friday, May 12, 2023 5:13 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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

**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 Pauline,

We refer to your email below.

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

With warmest regards,  
Ezlyna

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**To:** Ezlyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

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

**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](mailto:ezlyna@lkkauto.com)>

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

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; 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)>

**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

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**From:** EzLyna (LKKAUTO)

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

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto: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

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**To:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>; Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@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:** 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.**  
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](mailto:ezlyna@lkkauto.com)>

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

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; 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)>

**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](mailto: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,

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Tuesday, 25 October 2022 6:33 PM

**To:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>; 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)>

**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](mailto:ezlyna@lkkauto.com)>

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

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; 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)>

**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](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto: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](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:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Thursday, 16 December, 2021 12:20 PM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto: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](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted

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:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Sent:** Thursday, December 16, 2021 10:33 AM  
**To:** 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)>; Admin A <[admin-a@lkkauto.com](mailto: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.