

Hsiao Tong (LKKAUTO)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Sunday, 27 March 2022 10:47 PM
To: Hsiao Tong (LKKAUTO); Admin A
Subject: FW: [Seek Mandate] - SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021
Attachments: LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf; Lette to OI_XE7368H_.pdf

Dear Mdm,

Please proceed to offer repairer "BIFROST AUTO PTE LTD" at **\$8,681.85(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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Monday, 21 March 2022 9:51 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: RE: [Seek Mandate] - SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

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Dear Sirs/Mdm,

We refer to the our email dated 03/03/2022.

Kindly let us have your instruction.

Best Regards,
Hsiao Tong, Chew (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | Email: chewht@lkkauto.com |
HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |
S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 3 March 2022 9:31 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [Seek Mandate] - SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

Your ref: **SNM21D204595/C02/XE7368H/TAYHP**
LKK ref : CC6/CTI21008674/Dpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE7368H(CHINA TAIPING) AND SHD4028D(TP) ON 17/08/2021

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided onto third party taxi. Liability is not in our driver's favour.

We seek your approval to offer repairer **"BIFROST AUTO PTE LTD"** at **\$8,681.85(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 22,990.11	\$ 7,192.88 (\$6,722.32 + 7%GST)
2. Loss of Rental (9days x \$125.19)	\$ 1,126.71	\$ 1,001.52 (8days x \$125.19)
3. Loss of Income (9days x \$80.00)	\$ 720.00	\$ 400.00 (8days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
5 Towing Fee	\$ 80.00	\$ 80.00
Total	\$ 24,924.27	<u>\$ 8,681.85</u>

Surveyor recommended 6days for repair + 1Suday +1PRS = 8days.

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 |

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

S(408933)

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

Sent: Wednesday, 9 February 2022 9:50 AM

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

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

Subject: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

Dear Mdm,

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

Please inform insured and advice him accordingly before any settlement.

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

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

Sent: Tuesday, 25 January 2022 9:38 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: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

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REMINDER

Hi Irene,

Attached here with a copy of third party video footage for your easy reference. From the video, we observe that third party was driving within his lane, our insured lorry was filtering from right to left and collided with third party taxi. We are of the view that liability is not in our driver's favour.

Kindly advise if we may proceed DS with third party after reviewing the matter.

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 |

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

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 15 December 2021 4:58 PM

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

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

Subject: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

Hi Irene,

Attached here with a copy of third party video footage for your easy reference. From the video, we observe that third party was driving within his lane, our insured lorry was filtering from right to left and collided with third party taxi. We are of the view that liability is not in our driver's favour.

Kindly advise if we may proceed DS with third party after reviewing the matter.

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: Tuesday, 14 December 2021 2:40 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, December 14, 2021 2:02 PM

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

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

Subject: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

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 Irene,

Please email us a copy of full insured GIA report.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

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

Sent: Tuesday, 14 December, 2021 11:31 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

Dear Sir/Mdm,

Enclosed herewith our insured GIA REPORT as requested by you.

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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, December 7, 2021 12:14 PM

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

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

Subject: RE: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/pa3) on 17/08/2021

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Dear Sir / Madam,

We refer to the above matter.

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

Kindly take note that the new case handler in-charge is Hsiao Tong.

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 | 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.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 19 August, 2021 12:43 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D204595/C02/XE7368H/TAYHP / FW: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/ba3) on 17/08/2021

Dear all,

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

Claim no SNM21D204595/C02/XE7368H/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. 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:** 太平獅城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 18 August 2021 4:29 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving XE7368H (OI : CTI - TBA) AND SHD4028D (TP : LKK REF - CC6/CTI21008674/ba3) on 17/08/2021

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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 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 is Jasper.

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 | 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.