

# BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

WITHOUT PREJUDICE

Our Ref : **SHD 4028 D**  
Your Ref : **XE 7368 H**

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

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 17.08.2021 @ 14:25 hours along involving vehicles SHD 4028 D and XE 7368 H

We refer to the above-mentioned accident.

We are claiming as per below:-

1. Repair Cost – Part By Part (With GST)	\$	7,192.88
2. Loss of Income for 09 Days x \$80/- per day	\$	720.00
3. Loss of Rental for 09 Days x \$125.19 per day (With GST)	\$	1,126.71
4. LTA/GIA Search fee (With GST)	\$	7.45
5. Towing Fee	\$	80.00
<b>TOTAL</b>	<b>\$</b>	<b>9,127.04</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 17.08.2021 @ 14:25 hours along involving vehicles SHD 4028 D and XE 7368 H

In consideration of **Bifrost Auto Pte Ltd, 6001 Beach Road #22-01, Golden Mile Tower Singapore 199589**, repairing my/our motor vehicle no **SHD 4028 D** at my request, I/We, **Lin Lizong** ("the claimant") of **Blk 723 Jurong West Ave 5 # 03 - 142 Singapore 640723** (address) bearing NRIC No **S xxxx457Z** the owner / hirer of motor vehicle no **SHD 4028 D**, 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.

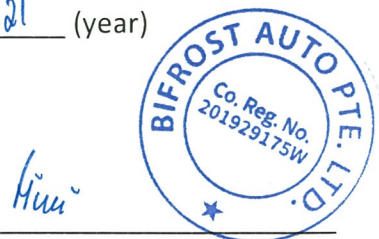
Dated this 25 day of 08 (month) 20 21 (year)

  
**COMFORT TRANSPORTATION PTE LTD**  
**CO. REG. NO. 198303821R**

Signed by "the claimant"

Name: **Lin Lizong**

NRIC No: **S xxxx457Z**



Signed by Bifrost Auto Pte Ltd

Name: Regina

305485558  
DOA: 17.08.2021  
DV: 48680  
SHD 4028D  
China Taiping

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00080202100 Claim No : SNM21D204595/C02/XE7368H/TAYHP

Claimant : COMFORT TRANSPORTATION PTE LTD

Amount : **S\$8,680.00**  
Singapore Dollars Eight Thousand Six Hundred Eighty 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. : SHD4028D

Insured Vehicle No. : XE7368H

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 : 17/08/2021

Place of Accident : SLE

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 : HUANG HE LOGISTICS PTE LTD

Driver Name : ANTHONY ARULSAMY ARUL AROCKIYADASS

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.

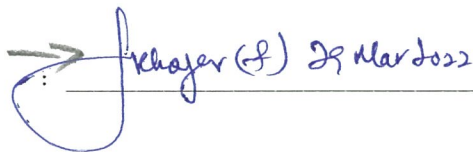
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(1) Global Sum	S\$ 8,680.00
	=====
TOTAL . . . . .	S\$ 8,680.00
	=====

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Claimant Name : COMFORT TRANSPORTATION PTE LTD NRIC No : 1XXXXX821R

Signature :

 J. Khoo (S) 29 Mar 2022

Date :

29/03/2022

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.2203021  
**Inv. Date :** 29-03-2022  
**Ref :** 17.08.2021  
**Terms :** 30 Days  
**Veh. No. :** SHD 4028 D  
**Make & Model :** Ioniq

#	Description	Qty	Rate	Total	Tax
1	PART BY PART REPAIR AS RECOMMEDED BY SURVEYOR	1.0	\$6,722.32	\$6,722.32	\$470.56

**Subtotal for invoice :** S\$6,722.32  
**GST (7.0%) :** S\$470.56  
**Total :** S\$7,192.88

*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, consisting of a stylized 'S' followed by a horizontal stroke and a small flourish.

(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: CT21080245

Date: 26 August 2021



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON                      17/08/2021    @   14:25 hrs  
ALONG                                WOODLANDS AVE 2  
INVOLVING                        XE7368H

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 **SHD4028D** (the "Taxi"). The Taxi was hired to **LIN LIZONG IC NO SXXXX457Z** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.19** per day (inclusive of GST).

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



SHD 4028 D  
3054 8 3358

HOURS OPERATED (TIME)		DATE	NAME OF DRIVER	MILEAGE READING							HOURS OPERATED (TIME)	
FROM	TO										FROM	TO
		10/08/21		1	6	6	3	4	4	205	0700	1520
		11/08/21		1	0	6	4	5	0	106	0900	1420
		12/08/21		1	0	6	6	6	5	215	0800	1500
		13/08/21		1	0	6	8	9	2	227	0600	1540
		15/08/21		1	0	7	0	5	8	167	0800	1320
		16/08/21		1	0	7	1	7	8	119	0800	1445
		17-08-2021	LIN LIZONG	ACCIDENT							1615	1430
		25-08-2021		REPAIR							<del>1550</del>	

> Back to OneMotoring



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 18 Aug 2021 / 10:29:55

Receipt Date/Time : 18 Aug 2021 / 10:29:55

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-210818-000794

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 - XE7368H				
As at 17 Aug 2021/14:25:00				
Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - XE7368H Enquiry Fee 20210818102903754806	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.



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. 207756

Date: 17/8/2021

寶號  
Messrs: LTM

車號  
Vehicle No: SHD 4028B Model No: IONIQ

時間(日/夜)  
Time (day/night): Contact No:

由  
Location: Woodlands Ave 2

到  
To: LY COMFORT

Cash \$: 80/- Others:

經手人  
Authorised By: Tow Truck Driver Name: [Signature]

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



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 10 February 2022 1:43 PM  
**To:** huanghelog@hotmail.com  
**Subject:** Claim Notification - ACCIDENT INVOLVING XE 7368H(CHINA TAIPING) AND SHD 4028D AT/ALONG SLE IN BETWEEN EXIT 8 AND EXIT 9 ON 17/08/2021  
**Attachments:** SHD4028D Video Screenshot.pdf

10 Feb 2022

**M/s HUANG HE LOGISTICS PTE LTD**  
**Driver: ANTHONY ARULSAMY ARUL AROCKIYADASS**

[By Email Only]

Dear Sir/Madam,

**You Ref: XE7368H**  
**Our Ref: CC6/CTI21008674/Dpa3**  
**ACCIDENT INVOLVING XE 7368H(CHINA TAIPING) AND SHD 4028D AT/ALONG SLE IN BETWEEN EXIT 8 AND EXIT 9 ON 17/08/2021**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SHD4028D against your motor insurance policy.

We have reviewed the matter and we are of the view that we do not have a good defense towards the claim submitted by SHD4028D as your vehicle had encroached into third party lane and collided with third party taxi. We attached herewith a copy of video screenshot from SHD4028D for your easy reference. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost. Please be assured that we will do our due diligence to mitigate the cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 30 March 2022 8:41 AM  
**To:** Irene Tay  
**Cc:** Admin A  
**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

Dear Sirs/mdm,

For an update, we have settled the matter at a global sum of \$8,680.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents once it is ready.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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

**Sent:** Sunday, 27 March 2022 10:47 PM

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

**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

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](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:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, 21 March 2022 9:51 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@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: [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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Thursday, 3 March 2022 9:31 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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
<b>Total</b>	<b>\$ 24,924.27</b>	<b><u>\$ 8,681.85</u></b>

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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Wednesday, 9 February 2022 9:50 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**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:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Tuesday, 25 January 2022 9:38 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@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: 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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 15 December 2021 4:58 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Tuesday, 14 December 2021 2:40 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto: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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, December 14, 2021 2:02 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto: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](mailto: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.**

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

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

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

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

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

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

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; 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: 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](mailto: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.***

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Thursday, 19 August, 2021 12:43 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto: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](mailto: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](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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 18 August 2021 4:29 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto: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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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