

Our Ref: CT0821/SHB4473L/CK(st)
Date: 09.09.2021



CHINA TAIPING INSURANCE CO (S)PTE L
3 ANSON ROAD #16-00
Singapore 079909

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Attn : Motor Claims Department

Without Prejudice

Mainline +65 6383 6280
Facsimile +65 6280 9755

Dear Sir/Madam

www.cdge.com.sg

Company Registration No: 199506048W

**ACCIDENT ON 22.08.2021 INVOLVING SHB4473L & SJM9949S ALONG MARSILING LANE BEF
ADMIRALLY RD**

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of vehicle No SHB4473L, which was involved in the captioned accident with your insured vehicle No SJM9949S.

The vehicle owner and the taxi hirer/driver concerned have requested and authorised us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage of the vehicle.

As the accident was caused by the negligent act of your insured driver, we are submitting these claims for your consideration on behalf of the claimants:

Taxi Owner's Claim :

1. Cost of Repairs		S\$	4,654.50
2. Loss of Rental	5 days x S\$ 110.67	S\$	553.35
3. Survey Report Fee		S\$	0.00
4. LTA Search Fee		S\$	0.00
5. GIA / Police Report Fee		S\$	2.00
6. Others		S\$	0.00

Hirer's Claim :

1. Loss of Income	5 days x S\$ 80.00	S\$	400.00
2. Others		S\$	0.00

[E&OE] **Total Claims** S\$ **5,609.85**

A copy each of the following supporting documents marked [X] is enclosed:

[X]	Original Repair Bill	[X]	Letter of Authority from Owner/Hirer/Operator
[X]	GIA/Police Report(s)	[X]	Rental Rate Letter
[X]	LTA/GIA Search Slip(s)	[X]	Downtime/Mileage Record
[]	Survey Report / Bill	[]	Witness Statement / Accident Scene Photo(s)
[]	Driver's IC/DL/VL / Road Tax / Log Card / Certificate of Insurance		
[]	Tow Chit / PIR / Hirer's IRAS / Others :		

Kindly look into the matter and let us hear from you on the settlement of our clients' claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours sincerely

Catherine Koh

CDGE Claims Department

DID: 62148733

FAX: 62141843

Email: catherinekoh@cdge.com.sg

This is a computer-generated letter. No signature is required.

A member of



LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING i 40 SHB4473 L , SJM9949S , JLW7215 ON 22-Aug-21 22:20
ALONG MARSILING LANE BEFORE ADMIRALLY RD

I / We **NG AH YEE** (Hirer) NRIC No.: **SXXXX732D**

and/or **HO SENG KIM** (Relief) NRIC No.: **SXXXX380I**

Taxi Number **SHB4473 L**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of earning (Pending successful recovery), loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date **23-Aug-2021**

Name of Hirer **NG AH YEE**

Hirer NRIC **SXXXX732D**

Signature :

Address **18B HOLLAND DRIVE #10-449**
273018

Contact No. **81813688**

Name of Relief **HO SENG KIM**

Relief NRIC **SXXXX380I**

Signature :

Address **188 HOLLAND DRIVE #09-455**
273018

Contact No. **90498819**

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00127122103 Claim No : SNM21D204680/C02/SJM9949S/THAMYL
Claimant : COMFORT TRANSPORTATION PTE LTD
Amount : S\$5,299.18
DOLLARS FIVE THOUSAND TWO HUNDRED NINETY NINE AND CENTS
EIGHTEEN 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. : SHB 4473L
Insured Vehicle No. : SJM 9949S

Date of Loss : 22/08/2021
Place of Accident : MARSILING LN

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 : LEE TAO GUAN
Driver Name : LEE TAO GUAN

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.

(1) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	4,654.50
(3) Loss of Use/Rental/ Earning	S\$	642.68
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees /Towing Fee	S\$	
(7) Cost including Disbursement	S\$	
		=====
TOTAL	S\$	5,299.18
		=====

Claimant Name : COMFORT TRANSPORTATION PTE LTD

NRIC No : 1XXXXX821R

Signature : 

Date : 30.11.2021

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

Please forward your payment to
COMFORTDELGRO ENGINEERING PTE LTD

"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 REG. NO. M2-8921817-3

TAX INVOICE

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD
SPRINGLEAF TOWER

3 ANSON ROAD #16-00
SINGAPORE 079909

CONTACT NO: 62222366

VEHICLE NO
SHB4473L

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
08.12.2016

CHASSIS CODE
KMHLB41UMHU096746

NO/DATE
91592696 06.09.2021

JOB NO.
305484007

ODOMETER READING

JOB TYPE

Description : 3P 22.08.2021

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt		4,350.00
Add GST @	7.000 %	304.50
Total Invoice amount		4,654.50

Issued by : KATHERINETAN 06.09.2021 10:50:46
Repair Type : CLSO/57/57
Payment Type/Term : /Credit 30 days

WHILE TAKING ALL REASONABLE PRECAUTIONS AGAINST THE THEFT OF SCHEMATIC DRAWINGS, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS, AND VEHICLES ARE KEPT AT THE RISK OF OWNERS' RISK. CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SIGN WITHIN 24 HOURS OF DELIVERY. NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS CONCERNING THE VEHICLE WILL BE DEEMED TO HAVE BEEN MADE IN GOOD ORDER. INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAILY BASIS IF PAYMENT IS NOT MADE BY THE CUSTOMER WITHIN 14 DAYS OF RECEIPT. PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND SIGN THE COMPANY OF ANY DEFECTS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL BE DEEMED TO BE CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Our Ref: CT21080342

Date: 03 September 2021



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	22/08/2021 @ 22:20 hrs
ALONG	MARSILING LANE BEFORE ADMIRALLY RD
INVOLVING	SJM9949S, JLW7215

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 **SHB4473L** (the "Taxi"). The Taxi was hired to **NG AH YEE IC NO SXXXX732D** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$110.67** 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.

81B 44-73 L

JNG	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF DRIVER	MILEAGE READING			MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
		FROM	TO							FROM	TO
86	117	0700	1630	21/8/21	Al	554	268		273	18.10	2.35
31	145 km	1615	2316	22/8/21	A. Brown	554	355		87	10.00	12.50
94	0700 163	0703	1623	22/8/21	Al	554	606		251	14.55	4.05
66	172 km	1642	2315	24/8/21	Sumner	554	694		88	07.00	09.25
44	178	0702	1700	23/8	Accident				IN	12.50	12.00
05	161 km	1709	2300	27/8	Repair				GM		
16	211	0703	1745								
56	340	18.00	1.50								
8	162	0703	1800								
50	232	18.10	2.40								
95	145	11.36	1740								

jump


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SJM9949S

Date of Accident

22/08/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **China Taiping Insurance (Sing...**Period of Insurance **21/07/2021 - 20/07/2022**Requested By **Janet Lim Siang Gek (COMFOR...**Requested Date **23/08/2021 14:59**

Payment details

Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 14 September 2021 10:44 AM
To: TAOGUAN_LEE@GMAIL.COM
Subject: ACCIDENT INVOLVING SJM 9949S AND SHB 4473L ON 22/08/2021

Our Ref: CC3/CTI21008962/Ves3

14 SEPT 2021

LEE TAO GUAN

Dear Sir/Madam,

ACCIDENT INVOLVING SJM 9949S AND SHB 4473L ON 22/08/2021

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

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

Asher Sng (LKKAUTO)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 23 November 2021 10:08 PM
To: Asher Sng (LKKAUTO)
Cc: Claims Dept of CTI; Admin A
Subject: RE: [MANDATE REQUEST] RE: SNM21D204680/C02/SJM9949S/THAMYL / FW: Direct Settlement - Accident Involving SJM 9949S (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Asher

Please proceed.

** 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

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: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Tuesday, October 5, 2021 12:36 PM
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: SNM21D204680/C02/SJM9949S/THAMYL / FW: Direct Settlement - Accident Involving SJM 9949S (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

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Your ref : SNM21D204680/C02/SJM9949S/THAMYL
Our ref : CC3/CTI21008962/Ves3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle. 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 " **COMFORTDELGRO ENGINEERING PTE LTD**" at **\$5,299.18 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 6,987.55	\$ 4,654.50
2. Loss of Rental (5days x \$110.67)	\$ 553.35	\$ 442.68 (4days x \$110.67)
3. Loss of Income (5days x \$80)	\$ 400.00	\$ 200.00 (4days x \$50)
3. LTA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 7,948.39	\$ 5,299.18

Enclosed here with all the relevant documents for your perusal.

For your approval please.

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

Sent: Monday, 6 September 2021 12:10 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D204680/C02/SJM9949S/THAMYL / FW: Direct Settlement - Accident Involving SJM 9949S (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

Hi Su Li

OI report attached.

** Note: Please cc to 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

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

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Tuesday, August 31, 2021 4:58 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D204680/C02/SJM9949S/THAMYL / FW: Direct Settlement - Accident Involving SJM 9949S (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

Dear all,

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

Claim no SNM21D204680/C02/SJM9949S/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

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

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 31 August 2021 10:53 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Direct Settlement - Accident Involving SJM 9949S (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

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Dear Boon Sen,

Insured vehicle amended.

We have inspected third party vehicle SHB 4473L at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**
- **LTA Search**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

To check availability of the case handler, you may contact the undersigned.

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, August 27, 2021 5:46 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Re: Direct Settlement - Accident Involving JLW 7215 (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

Dear Boon Sen,

Noted with thanks.

We will check with workshop and get back to you.

Sorry for your inconvenience caused.

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, August 27, 2021 5:37 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving JLW 7215 (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

Su Li,

Our insured don't have Malaysian vehicle.. behind got the suffix? If not I cannot register case as cannot find policy.

*** Kindly quote our reference number when replying.

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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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, 27 August 2021 1:58 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Re: Direct Settlement - Accident Involving JLW 7215 (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

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Dear Boon Sen,

Insured car plate correct is JLW 7215. which car plate i need to amend?

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, August 27, 2021 1:50 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving JLW 7215 (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

Dear Su Li,

Can resend LKK DS email after amend insured car plate?

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Thank you

Chong Boon Sen
Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, 27 August 2021 9:24 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Direct Settlement - Accident Involving JLW 7215 (OI : CTI - TBA) and SHB 4473L (TP : LKK REF - CC3/CTI21008962/Ves3) on 22/08/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHB 4473L at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report
- Preliminary advice

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

To check availability of the case handler, you may contact the undersigned.

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd