

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 21 March 2022 11:49 AM  
**To:** Alfred Toh  
**Cc:** Admin A; claimsdept@sg.cntaiping.com  
**Subject:** [Seek Mandate] - SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/Rrs3q2) on 15/09/2021  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf; LETTER TO OI GBA 3111P.pdf

Your ref: **SNM21D205237/C02/GBA3111P/TOHHS**  
LKK ref : CC6/CTI21009683/Rrs3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING GBA3111P(CHINA TAIPING) AND SLZ9577P(TP) ON 15/09/2021**

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer **"AUTOMOTIVE REPAIR CENTRE PTE LTD"** at **\$4,989.00(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,426.70	\$ 4,387.00 (\$4,100.00 + 7%GST)
2. Loss of Use (6days x \$120.00)	\$ 720.00	\$ 600.00 (6days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 10,148.70</b>	<b><u>\$ 4,989.00</u></b>

Surveyor recommended 5days for repair + 1Sunday = 6days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 03/01/2022 is only for mandate purpose.

**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:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Monday, 21 March 2022 10:24 AM  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/Rrs3q2) on 15/09/2021

Dear Sir / Madam,

Thank you for your email.

This case has been reassigned to HT.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*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:** Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]  
**Sent:** Monday, March 21, 2022 9:20 AM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/bs3 ) on 15/09/2021

**LKK REF - CC6/CTI21009683/bs3**

**CTI REF - SNM21D205237/C02/GBA3111P/TOHHS**

Dear Sirs

We refer to our email of 22 September 2021.

Please let us have an update on the property damage claim at your earliest convenience.

**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). Any inconvenience caused is much regretted.**

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Wednesday, 22 September 2021 9:35 am

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; huayleng <[huayleng@netlinkpartners.com.sg](mailto:huayleng@netlinkpartners.com.sg)>

**Subject:** RE: SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/bs3 ) on 15/09/2021

LKK REF - CC6/CTI21009683/bs3

CTI REF - SNM21D205237/C02/GBA3111P/TOHHS

Dear Sirs

We refer to the above matter.

Attach herewith mutual client's SAS report for your attention and necessary action.

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Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Monday, September 20, 2021 8:56 AM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@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: SNM21D205237/C02/GBA3111P/TOHHS / FW: Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP : LKK REF - CC6/CTI21009683/bs3) on 15/09/2021

**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 Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLZ 9577P at M/s AUTOMOTIVE REPAIR CENTRE PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **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 Jasper.

*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**

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, September 16, 2021 2:02 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D205237/C02/GBA3111P/TOHHS / FW: Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP : LKK REF - CC6/CTI21009683/bs3) on 15/09/2021

Dear all,

Please note that officer in charge for this case is Alfred Toh.

Claim no SNM21D205237/C02/GBA3111P/TOHHS.

Dear Alfred,

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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Wednesday, 15 September 2021 5:58 PM  
**To:** 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)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP : LKK REF - CC6/CTI21009683/bs3) on 15/09/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLZ 9577P at M/s AUTOMOTIVE REPAIR CENTRE PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Jasper.

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

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Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**