

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 25 April 2023 10:01 AM
To: Pauline Tham
Cc: Alfred Toh; Admin A; CS A Team
Subject: [SEEK MANDATE]: SNM21D205189/C02/SLX2476D/TOHHS / FW: Direct Settlement - Accident Involving SLX 2476D and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021
Attachments: TP VIDEO.MP4; EMAIL TO OI.pdf; TP LOD.pdf; LKK SURVEY REPORT & PHOTOS.pdf

Dear Sirs,

Yes, third party is still pursuing claim.

We are of the view that liability is not in our driver's favour as he opened door and hit onto third party bus.

We seek your approval to offer repairer **"STRIDES AUTOMOTIVE SERVICES PTE LTD"** at **\$2,019.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,722.00	\$ 1,262.00
2. Loss of USE (2.5days x \$350.00)	\$ 875.00	\$ 750.00 (2.5DAYS X \$300.00)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 2,604.00	<u>\$ 2,019.00</u>

Surveyor recommended 2days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 23/05/2022 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 |

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

S(408933)

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

Sent: Tuesday, April 25, 2023 8:34 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: SNM21D205189/C02/SLX2476D/TOHHS / FW: Direct Settlement - Accident Involving SLX 2476D and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021

Dear Sir / Madam,

Thank you for your email.

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

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

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

Sent: Tuesday, April 25, 2023 1:32 AM

To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM21D205189/C02/SLX2476D/TOHHS / FW: Direct Settlement - Accident Involving SLX 2476D and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021

Hi Mei Kwan/Veron

Is third party still pursuing the claim?

Please help to send to the correct OIC in charge.

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: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Monday, September 26, 2022 9:02 AM
To: Admin A <admin-a@lkkauto.com>; Asher Sng (LKK Auto) <ashersng@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: SNM21D205189/C02/SLX2476D/TOHHS / FW: Direct Settlement - Accident Involving SLX 2476D and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021

LKK REF - CC3/CTI21009878/R1es3
CTI REF - SNM21D205189/C02/SLX2476D/TOHHS

Dear Sirs

We refer to our email of 24 September 2021.

Please let us have your update of claim at your earliest convenience.

Best Regards

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

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 24 September 2021 2:25 pm
To: 'Su Li (LKK Auto)' <suli@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM21D205189/C02/SLX2476D/TOHHS / FW: Direct Settlement - Accident Involving SLX 2476D and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021

LKK REF - CC3/CTI21009878/R1es3
CTI REF - SNM21D205189/C02/SLX2476D/TOHHS

Dear Sirs

We refer to the above matter.

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

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. 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
DID: 65 6389 6183
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, September 24, 2021 11:42 AM
To: 'Su Li (LKK Auto)' <suli@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D205189/C02/SLX2476D/TOHHS / FW: Direct Settlement - Accident Involving SLX 2476D (OI : CTI - TBA) and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021

Dear all,

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

Claim no SNM21D205189/C02/SLX2476D/TOHHS.

Dear Alfred,

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](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

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

Sent: Thursday, 23 September 2021 4:52 PM

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 SLX 2476D (OI : CTI - TBA) and SG 6173H (TP : LKK REF - CC3/CTI21009878/R1es3) on 14/09/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SG 6173H at M/s SMRT AUTOMOTIVE SERVICES 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