

## Hsiao Tong (LKKAuto)

**From:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Sent:** Monday, 14 March 2022 3:05 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: SNM21D205767/C02/SKM6476Y/LEEPG / FW: Direct Settlement - Accident Involving SKM 6476Y (OI : CTI - TBA) and SKJ 5767E (TP : LKK REF - CC6/CTI21010409/Ubs3) on 09/10/2021

Hi Hsiao Tong

Please proceed as proposed.

**From:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Sent:** Wednesday, 26 January 2022 4:55 pm  
**To:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM21D205767/C02/SKM6476Y/LEEPG / FW: Direct Settlement - Accident Involving SKM 6476Y (OI : CTI - TBA) and SKJ 5767E (TP : LKK REF - CC6/CTI21010409/Ubs3) on 09/10/2021

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Dear Sirs/Mdm,

**ACCIDENT INVOLVING SKM 6476Y (CTI) AND SKJ 5767E (TP) ON 09/10/2021**

We refer to the above matter.

Both parties given conflict of version and have no substantial evidence. Hence we suggest to settle at equal liability based on BOLA 32.

We seek your approval to offer repairer "FASTECH AUTO PTE LTD" at **\$ 1,245.50 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 4,756.60	\$ 2,247.00 (\$2,100.00 + 7% GST)
2. Loss of Use (3 days x \$100.00)	\$ 300.00	\$ 240.00 (3 days x \$80.00)
@50%	NA	\$ 1,243.50
3. LTA / GIA Search Fee	\$ 2.00	\$ 2.00

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Thank you.

**NOTICE :**

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Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6224 7175

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 14 March 2022 11:35 am  
**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@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)>  
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Hi Cecilia,

Attached herewith a copy of third party video as requested.

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](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 14 March 2022 9:18 AM  
**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.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)>  
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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)

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**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Friday, 11 March, 2022 3:08 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.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: SNM21D205767/C02/SKM6476Y/LEEPG / FW: Direct Settlement - Accident Involving SKM 6476Y (OI : CTI - TBA) and SKJ 5767E (TP : LKK REF - CC6/CTI21010409/Ubs3) on 09/10/2021

Hi LKK

Please refer to our email below.

Please forward TP VF & scene photos.

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6224 7175

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**From:** Cecilia Lee Peng Geok

**Sent:** Thursday, 27 January 2022 11:07 am

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

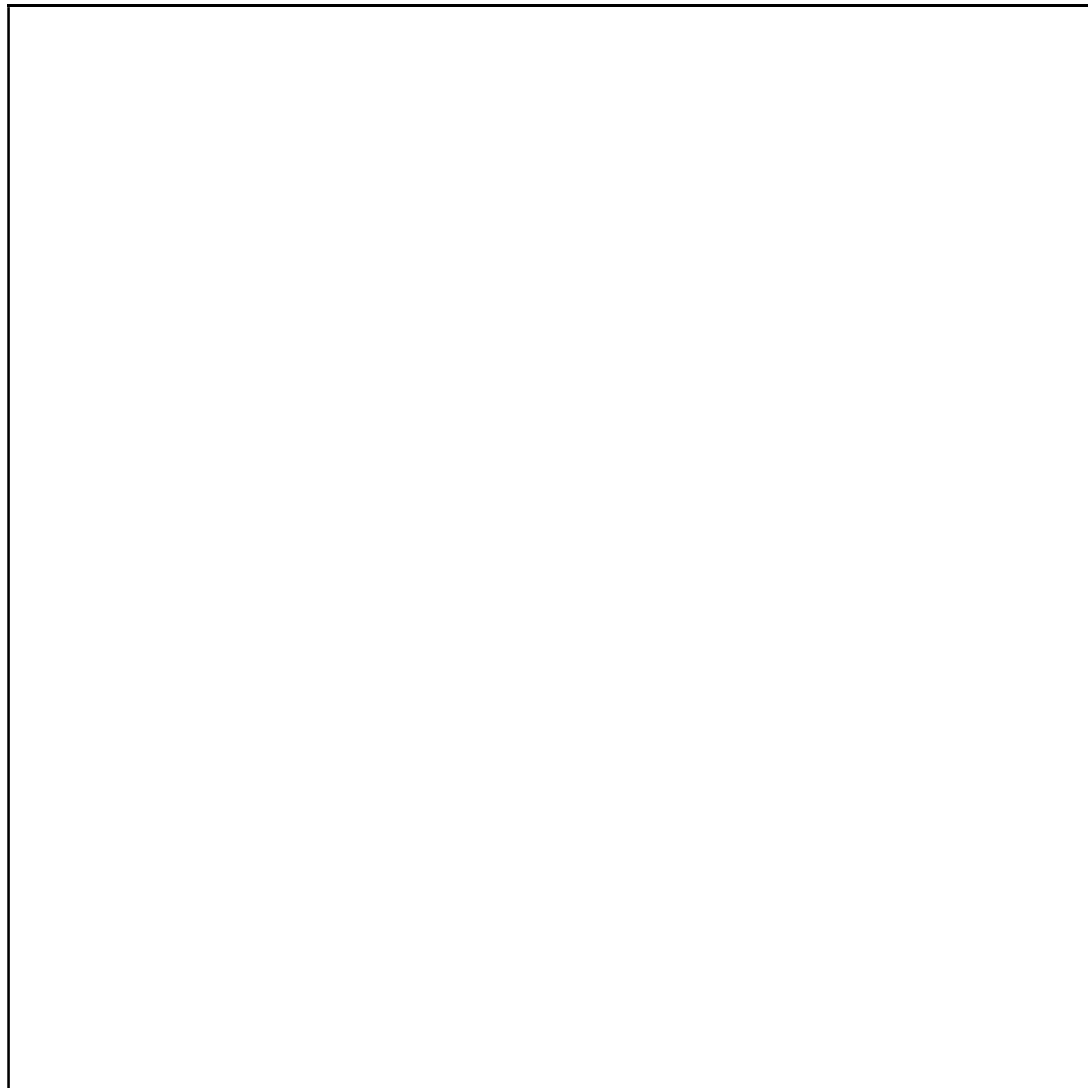
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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Hi Jaslin

OI reported TP did show her the video footage. Please obtain the said video footage and accident scene photos.

Thank you.



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Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Sent:** Wednesday, 26 January 2022 4:55 pm  
**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@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)>  
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Dear Sirs/Mdm,

**ACCIDENT INVOLVING SKM 6476Y (CTI) AND SKJ 5767E (TP) ON 09/10/2021**

We refer to the above matter.

Both parties given conflict of version and have no substantial evidence. Hence we suggest to settle at equal liability based on BOLA 32.

We seek your approval to offer repairer **"FASTECH AUTO PTE LTD"** at **\$ 1,245.50 (all-in).**

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2. Loss of Use (3 days x \$100.00)	\$ 300.00	\$ 240.00 (3 days x \$80.002)
<b>@50%</b>	NA	<b>\$ 1,243.50</b>
3. LTA / GIA Search Fee	\$ 2.00	\$ 2.00

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

***"Wishing You Happiness & Prosperity Chinese New Year 2022"***

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Wednesday, 13 October 2021 2:37 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D205767/C02/SKM6476Y/LEEPG / FW: Direct Settlement - Accident Involving SKM 6476Y (OI : CTI - TBA) and SKJ 5767E (TP : LKK REF - CC6/CTI21010409/Ubs3) on 09/10/2021

Hi Jasper

Attached OI's GIA.

Thank you.

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Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Wednesday, 13 October 2021 2:33 pm  
**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com); Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D205767/C02/SKM6476Y/LEEPG / FW: Direct Settlement - Accident Involving SKM 6476Y (OI : CTI - TBA) and SKJ 5767E (TP : LKK REF - CC6/CTI21010409/Ubs3) on 09/10/2021

Dear all,

Please note that officer in charge for this case is Cecilia Lee.

Claim no SNM21D205767/C02/SKM6476Y/LEEPG.

Dear Cecilia,

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, 13 October 2021 9:22 am  
**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 SKM 6476Y (OI : CTI - TBA) and SKJ 5767E (TP : LKK REF - CC6/CTI21010409/Ubs3) on 09/10/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SKJ 5767E at M/s FASTECH AUTO PTE LTD on 11/10/2021 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.*

*\*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**