

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 15 November 2022 11:39 AM
To: Alfred Toh; Admin A
Cc: Claims Dept of CTI
Subject: Re: [SEEK MANDATE]- OUR REF: SNM21D206002/C02/YQ3146H/TOHHS & YOUR REF: CC3/CTI21011101/Vgs3-SH6054M

Dear Sirs,

Please be informed that third party rejected our offer as they are acting on behalf of the registered hirer Mr Teng Heng Yap to claim for his LOI. The driver (relief) Mr Ng Poh Tin is making his LOI claim during his MC days.

Please assist to review and let us have your further mandate.

Kindly refer to the email below which is self-explanatory.

Re: **SH 6054M** AND YQ 3146H ON 20.10.21 LKK REF : CC3/CTI21011101/Vgs3 -
(COUNTER-OFFER)



Catherine Koh Mui Gek

To: Hsiao Tong (LKKAUTO)

Cc: Aileen Tan Lee Noi <aileentan@cdge.com.sg>; Admin A



Fri 11/11/2022 11:11 AM

Dear Hsiao Tong

We are assisting taxi hirer Mr Ting Heng Yap to claim for his loss of income when taxi underwent repair at our workshop. Kuru & Co is assisting the relief driver Mr Ng Poh Tin to claim for his losses when he was on medical leave. Thus, we are unable to accept your offer without taxi hirer's loss of income.

Strictly without prejudice and purely for quick amicable settlement, we propose settlement all in at \$3740.00. Kindly confirm and forward your DV soonest.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 7 October 2022 2:05 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: [SEEK MANDATE]- OUR REF: SNM21D206002/C02/YQ3146H/TOHHS & YOUR REF: CC3/CTI21011101/Vgs3-SH6054M

Dear Hsiao Tong

We refer to your emails pertaining to the above matter.

Please proceed to offer as follow:

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,921.68	\$ 3,210.00 (\$3,000.00 + 7%GST)
2. Loss of Rental (4days x \$125.40)	\$ 501.60	\$ 438.90 (3.5days x \$125.40)
3. Loss of Income (4days x \$80.00)	\$ 320.00	Already claimed thru Kuru & Co.
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 10,750.77	<u>\$3,656.35</u>

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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 7 October 2022 11:42 am
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE]- OUR REF: SNM21D206002/C02/YQ3146H/TOHHS & YOUR REF: CC3/CTI21011101/Vgs3-SH6054M

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Dear Sirs/Mdm,

Kindly let us have your approval / instruction.

Thank you.

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: Hsiao Tong (LKKAuto)

Sent: Wednesday, 21 September 2022 10:27 AM

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

Cc: claimsdept@sg.cntaiping.com; Admin A <admin-a@lkkauto.com>

Subject: [SEEK MANDATE]- OUR REF: SNM21D206002/C02/YQ3146H/TOHHS & YOUR REF: CC3/CTI21011101/Vgs3-SH6054M

Your ref: **SNM21D206002/C02/YQ3146H/TOHHS**

LKK ref : CC3/CTI21011101/Vgs3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YQ3146H(CHINA TAIPING) AND SH6054M(TP) ON 20/10/2021

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "**COMFORTDELGRO ENGINEERING PTE LTD**" at **\$3,831.39(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,921.68	\$ 3,210.00 (\$3,000.00 + 7%GST)
2. Loss of Rental (4days x \$125.40)	\$ 501.60	\$ 438.90 (3.5days x \$125.40)
3. Loss of Income (4days x \$80.00)	\$ 320.00	\$ 175.00 (3.5days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 10,750.77	<u>\$ 3,831.39</u>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/06/2022 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: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]

Sent: Thursday, 4 November 2021 9:31 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: OUR REF: SNM21D206002/C02/YQ3146H/TOHHS & YOUR REF: CC3/CTI21011101/Vgs3-SH6054M

LKK REF: CC3/CTI21011101/Vgs3

CTI REF: SNM21D206002/C02/YQ3146H/TOHHS

Dear Sirs

We refer to the above matter.

Attach herewith Insured'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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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From: Claims Dept of CTI

Sent: Wednesday, November 3, 2021 1:16 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; 'suli@lkkauto.com' <suli@lkkauto.com>;

'CeciliaChong@lkkauto.com' <CeciliaChong@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Subject: OUR REF: SNM21D206002/C02/YQ3146H/TOHHS & YOUR REF: CC3/CTI21011101/Vgs3-SH6054M-TPP
DIRECT SETTLEMENT

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Alfred,

Please refer to the appended email.

Please revert to **LKK on Direct Settlement SH6054M** soonest possible.

Please contact our claims department **Alfred Toh 6389 6183** the officer in charge.

Kindly quote our claim reference number when replying.

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. . Any inconvenience caused is much regretted.**

Thank you

Angie Foo
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: 太平獅城 Taiping SG

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 2 November 2021 11:48 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: Direct Settlement - Accident Involving YQ 3146H (OI : CTI - TBA) and SH 6054M (TP : LKK REF - CC3/CTI21011101/Vgs3) on 20/10/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SH 6054M 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 Cecilia.

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