

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 23 December 2021 8:53 AM
To: Alfred Toh
Cc: Admin A; claimsdept@sg.cntaiping.com
Subject: [Seek Mandate] - SNM21D206586/C02/SLP2994S/TOHHS / RE: Direct Settlement - Accident Involving SLP 2994S and SKZ 2636K (TP : LKK REF - CC6/CTI21011734/Ups3) on 13/11/2021
Attachments: LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf; SKZ2636K VIDEO.mp4

Your ref: **SNM21D206586/C02/SLP2994S/TOHHS**
LKK ref : CC6/CTI21011734/Ups3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLP2994S(CHINA TAIPING) AND SKZ2636K(TP) ON 13/11/2021

We refer to the above matter.

We are of the view that liability is not in our insured favour as he was reversing out from parking lot and collided with third party who was driving along driveway.

We seek your approval to offer repairer "**LEE BROTHERS AUTOMOTIVE PTE LTD**" at **\$5,911.95(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 14,161.93	\$ 4,975.50 (\$4,650.00 +7%GST)
2. Loss of Rental (8days x \$200.00)	\$ 1,600.00	\$ 900.00 (6days x \$150.00)
3. LTA/GIA Search Fee	\$ 36.45	\$ 36.45
Total	\$ 15,798.38	<u>\$ 5,911.95</u>

Surveyor recommended 4 days for repair + 1Sunday + 1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.

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 | Fax: 6741 4108

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

S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 29 November 2021 3:25 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SNM21D206586/C02/SLP2994S/TOHHS / RE: Direct Settlement - Accident Involving SLP 2994S and SKZ 2636K (TP : LKK REF - CC6/CTI21011734/Ups3) on 13/11/2021

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

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.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 19 November 2021 1:19 pm
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D206586/C02/SLP2994S/TOHHS / RE: Direct Settlement - Accident Involving SLP 2994S and SKZ 2636K (TP : LKK REF - CC6/CTI21011734/Ups3) on 13/11/2021

Dear Mr Alfred,

Attached is a copy of video footage from third party for your easy reference. Liability is not in our insured favour as he was reversing out from parking lot and collided with third party who was driving along driveway.

We will proceed DS with third party. Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

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

Sent: Thursday, 18 November 2021 3:35 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM21D206586/C02/SLP2994S/TOHHS / RE: Direct Settlement - Accident Involving SLP 2994S and SKZ 2636K (TP : LKK REF - CC6/CTI21011734/Ups3) on 13/11/2021

LKK REF - CC6/CTI21011734/Ups3

CTI REF - SNM21D206586/C02/SLP2994S/TOHHS

Dear Sirs

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Thursday, November 18, 2021 12:34 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R:SNM21D206586/C02/SLP2994S/TOHHS / RE: Direct Settlement - Accident Involving SLP 2994S (OI : CTI - TBA) and SKZ 2636K (TP : LKK REF - CC6/CTI21011734/Ups3) on 13/11/2021

Dear all,

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

Claim no SNM21D206586/C02/SLP2994S/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

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, 17 November 2021 8:16 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Direct Settlement - Accident Involving SLP 2994S (OI : CTI - TBA) and SKZ 2636K (TP : LKK REF - CC6/CTI21011734/Ups3) on 13/11/2021

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 SKZ 2636K at M/s LEE BROTHERS AUTOMOTIVE PTE LTD on 17/11/2021 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 Hsiao Tong.

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