



China Taiping Insurance (S) Pte Ltd  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909  
Attention: Motor Claims

**"Without Prejudice"**

Our Ref:  
Our Ref:  
Date:  
Subject:

06 June 2022

**ACCIDENT INVOLVING VEHICLE SMN7067J & SMV6130Z ON 04.12.2021**

Dear Sirs

We refer to the above matter.

The accident was caused solely by the negligence on the part of your insured. As a result of the said accident, our client has suffered losses which are set out hereunder as follows:-

Cost of repair	:	S\$	21,213.70
Loss of use	:	S\$	7,200.00 (S\$120.00 x 60 days)
GIA search fee	:	S\$	2.00
Total	:	S\$	28,415.70

A copy of each of the following supporting documents is enclosed:

1. Copy of Final Repair bill
2. Copy of Accident Report & GIA Search Slip
3. Copy of Certificate of Insurance
4. Copy of Identification Card & Driving License
5. Copy of Letter of Authorisation

Please note that you or your insured should send us an acknowledgement of receipt of this letter within fourteen (14) days from the date of this letter, failing which our client will have no alternative but to commence legal proceedings against you without any further notice to you or your insured.

Should you have a counterclaim against our client arising out of the accident, you are also required to send a letter giving full particulars of the counterclaim together with all relevant supporting documents within eight (8) weeks of your receipt of this letter.

For any correspondence, please contact Ms Caroline Tan at **6308 8517** or email to [caroline.tan@bisauto.com.sg](mailto:caroline.tan@bisauto.com.sg)

Yours sincerely

Caroline Tan  
Claims Manager, Body & Repair Section

## LETTER OF AUTHORISATION

ACCIDENT INVOLVING SMN7067J & SMV 6130Z ON 04.12.2021

I, Sandeep Chambocheri <sup>Veetil</sup> owner of Vehicle Registration No. SMN7067J  
hereby authorise **BIS Automobiles Pte Ltd** to submit, correspond, negotiate and settle  
my claim for cost of repair and/or uninsured losses arising from the above accident.

I further authorise **BIS Automobiles Pte Ltd** to execute, sign, seal and deliver all  
documents whatsoever in relation to this matter and to accept and receive any payment  
due to me in respect of my claim above.

I hereby declare that all acts and documents done by virtue of this Letter of Authorisation  
on my behalf shall be good valid and effectual to all intents and purposes whatsoever as if  
the same had been done or executed by me in person.

I further confirm that the acceptance by **BIS Automobiles Pte Ltd** of the settlement  
amount in respect of such claim shall constitute the full discharge of my claim in respect of  
such loss and damage.

Signed by:

✓ Sandeep Veetil  
Name: Sandeep Veetil (Date)  
NRIC No.: S2719808A

9/3/22

In the presence of:

[Signature]



Name: \_\_\_\_\_ (Date) 09/03/22  
NRIC No.: \_\_\_\_\_

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNA00225492100 Claim No : SNM21D207065/C02/SMV6130Z/CHNGPW

Claimant : SANDEEP CHAMBOCHERI VEETIL

Amount : **S\$22,015.70**  
SINGAPORE DOLLARS TWENTY TWO THOUSAND FIFTEEN AND CENTS  
SEVENTY ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SMN7067J

Insured Vehicle No. : SMV6130Z

Date of Loss : 04/12/2021

Place of Accident : AYE TOWARDS THE CITY, UNDER BUONA VISTA FLYOVER

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : LIM WEY LI WENDY

Driver Name : LIM WEY LI WENDY

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

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(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	21,213.70
(3) Loss of Use/Rental/ <del>Earning</del>	S\$	800.00
(4) <del>CIA/Police Reports/</del> Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL . . . . .	S\$	22,015.70
	=====	

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Claimant Name : x Sandeep Veetil

NRIC No : 32719808B

Signature :  

Date : 1 Aug 2022

# BIS AUTOMOBILES

30 Teban Gardens Crescent Singapore 608927

BIS Automobiles Pte Ltd

Co. Reg. No. 201908617D GST Reg. No. 201908617D

## TAX INVOICE

Invoice No. : 35006780  
Invoice Date : 04/05/2022  
WIP No. : 26177  
Issued By : Gary Poh Chai Hoon

### - CUSTOMER DETAILS -

Mr. Sandeep Chambocheri Veetil  
C/O BIS Automobiles Pte Ltd  
30 Teban Gardens Crescent  
Singapore 608927

### - ACCOUNT -

China Taiping Insurance (S) Pte Ltd  
3 Anson Road  
#16-00 Sringleaf Tower  
Singapore 079909  
Motor Claims Department

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL
SMN7067J	J646554	26/8/2019	MERCEDES

DESCRIPTION	NETT
To replace front bumper and attachments, rear bumper and attachments, boot lid include knocking out dents caused by the accident	2,160.00
To spray paint front bumper, rear bumper and boot lid	2,000.00
To replace air con condenser and air con hoses include vacuum system, top up freon gas and conducting checks for leak and proper function	720.00
To remove and install Rear windscreen glass to facilitate repairs including water leak tests	576.00
To transfer lock mechanism from old to new boot lid include conducting checks on new boot lid central locking system and sensor for proper function	360.00
To replace rear exhaust silencer include alignment and conducting checks for leak and proper function	360.00
To remove and install Rear boot compartment carpet and garnish to facilitate repairs	204.00
To transfer PDC assembly from old to new bumper include reconnecting to new bumper and conducting checks for proper function (x2)	200.00
To carry out body cavity preservation	80.00
To supply Front and Rear Emboss number plate	140.00
To carry out vehicle Diagnosis Tests	360.00
Sundries	150.00

# BIS AUTOMOBILES

30 Teban Gardens Crescent Singapore 608927

BIS Automobiles Pte Ltd

Co. Reg. No. 201908617D, GST Reg. No. 201908617D

## TAX INVOICE

	DESCRIPTION	UNIT PRICE	QTY	DISC. %	NETT
ZA1568851900	Bracket, left	173.86	1.00	5.00	165.17
ZA1568852000	Bracket, right*	110.39	1.00	5.00	104.88
ZMB15688036009999	Bumper cover, front	1,398.43	1.00	5.00	1,328.51
ZA1568853300	Bumper holder, left lower*	66.38	1.00	5.00	63.07
ZA1568880500	Carrier, Mercedes star	178.03	1.00	5.00	169.13
ZMB0008171801	Company sign, bumper	66.66	1.00	5.00	63.33
ZMB2465000454	Condenser	1,185.38	1.00	5.00	1,126.12
ZA0029953802	Exhaust clamp*	121.98	1.00	5.00	115.89
ZMB1564901300	Exhaust system	1,226.51	1.00	5.00	1,165.19
ZMB2019972281	Fastener grommet	2.64	2.00	5.00	5.02
ZA0008880060	Grille carrier	125.18	1.00	5.00	118.93
ZA15688826009982	Lower carrier	362.23	1.00	5.00	344.12
ZMB1568170016	Mercedes star	49.98	1.00	5.00	47.49
ZMB8171016	Mercedes star logo	140.01	1.00	5.00	133.01
ZMB1568171000	Model emblem	92.04	1.00	5.00	87.44
ZA1568809101	Parts kit, radiator grille	807.08	1.00	5.00	766.73
ZA1568806400	Radiator grille, carrier	298.09	1.00	5.00	283.19
ZMB1567401300	Rear door/boot lid	2,191.75	1.00	5.00	2,082.17
ZA1568850011	Step plate	217.60	1.00	5.00	206.72
ZMB0039987650	Stop plug	2.29	2.00	5.00	4.36
ZMB1564900127	Tail pipe left	283.61	1.00	5.00	269.43
ZMB1568851400	Trim bumper lower	1,052.97	1.00	5.00	1,000.33
ZA1568852600	Trim, bumper lower rear	1,052.97	1.00	5.00	1,000.33
ZA15688026409999	Trim, bumper, rear	1,451.00	1.00	5.00	1,378.45
ZA1567430082	Trunk lid finisher*	150.00	1.00	5.00	142.50
ZA15688806009982	Upper carrier	362.50	1.00	5.00	344.38

Total Labour :	7,310.00
Total Parts :	12,515.89
Total Labour & Parts :	19,825.89
Deduction for Excess :	
Total Repair Costs less Excess:	19,825.89
GST @7%:	1,387.81
Grand Total :	21,213.70


## INSURER ENQUIRY

**Find  
insurer**

Vehicle reg. no.

SMV6130Z

Date of Accident

04/12/2021 **Reset****% RESULT & RECEIPT****TP Insurer Enquiry**Insurance ..... **China Taiping Insurance (Sing...**Period of Insurance ..... **27/10/2021 - 23/11/2022**Requested By ..... **Caroline (BIS Automobiles Pte...**Requested Date ..... **06/12/2021 14:18****Payment details**Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**

**ACCIDENT INVOLVING SMV 6130Z / SMN 7067J / OTHERS ALONG/AT AYE ON 04/12/2021**

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Tue 12/14/2021 5:32 PM

To: wendylimwl@hotmail.com <wendylimwl@hotmail.com>

Cc: Admin A <admin-a@lkkauto.com>

Our Ref: CC6/CTI21012385/rs3

**LIM WEY LI WENDY - BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SMV 6130Z/ SMN 7067J / OTHERS ALONG/AT AYE ON 04/12/2021**

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SMN 7067J against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

**Kindly let us have video footage as stated in your accident report.**

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter. Please call us if you have further queries.

c.c. China Taiping Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)

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)

## Hsiao Tong (LKKAUTO)

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**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Sunday, 24 July 2022 12:37 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: [Seek Mandate] - SNM21D207065/C02/SMV6130Z/CHNGPW/Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

**Without Prejudice, Save as to Costs**

Dear Hsiao Tong

We refer to the above matter.

Please proceed to resolve claim up to \$22,015.70.

Please try to negotiate LOU start from \$60 to \$80 per day and try to avoid settle in global sum.

### **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) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

**Thank you.**

**Adeline Chng**  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, July 15, 2022 11:28 AM  
**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>



**Subject:** RE: [Seek Mandate] - SNM21D207065/C02/SMV6130Z/CHNGPW/Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

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Dear Sirs/Mdm,

We refer to our email dated 22/06/2022.

**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:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 22 June 2022 10:23 AM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

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

**Subject:** [Seek Mandate] - SNM21D207065/C02/SMV6130Z/CHNGPW/Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

Your ref: **SNM21D207065/C02/SMV6130Z/CHNGPW**

LKK ref : CC6/CTI21012385/Rps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMV6130Z(CHINA TAIPING) / SMN7067J(TP) / OTHERS ON 04/12/2021**

We refer to the above matter.

SK5912D -> SHA7289M -> SMV6130Z(OI)-> SMN7067J(TP) -> SLL8198E

This is a 5 vehicles chain collision whereby our insured was the 3<sup>rd</sup> vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"BIS AUTOMOBILES PTE LTD"** at **\$22,215.70(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 63,333.70	\$ 21,213.70 (\$19,825.89 + 7%GST)
2. Loss of Use (60days x \$120.00)	\$ 7,200.00	\$ 1,000.00 (10days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 70,535.70</b>	<b>\$ 22,215.70</b>

Surveyor recommended 7days for repair + 1Sunday +2PRS = 10days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 21/06/2022 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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Wednesday, 5 January 2022 9:31 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

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

**Subject:** RE: SNM21D207065/C02/SMV6130Z/CHNGPW/Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

Hi All

Well received with thanks.

### **NOTICE :**

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**Thank you.**

**Adeline Chng**  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Wednesday, January 5, 2022 12:22 AM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: SNM21D207065/C02/SMV6130Z/CHNGPW/Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMN 7067J at M/s BIS AUTOMOBILES 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**

Kindly take note that the case handler in-charge is Jaslin.

**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:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Wednesday, December 8, 2021 3:53 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@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)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** SNM21D207065/C02/SMV6130Z/CHNGPW/Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

**LKK REF:** CC6/CTI21012385/rs3 (SMN7067J – 2<sup>nd</sup> vehicle)  
**CTI REF:** **SNM21D207065/C02/SMV6130Z/CHNGPW** REPLACING SNM21D207049/C02/SLL8198E/TOHHS (1<sup>st</sup> vehicle)

Dear Su Li

We thank you for your clarification on the matter.

Attach herewith Insured's SAS report (**SMV6130Z – 3<sup>rd</sup> vehicle**) for your attention and necessary action.

Aside to Adeline, please assist to update your claim file.

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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  
DID: 65 6389 6183  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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

**Sent:** Wednesday, December 8, 2021 2:11 PM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

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

**Subject:** Re: SNM21D207049/C02/SLL8198E/TOHHS /Accident Involving SMV 6130Z and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

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Dear Alfred,

We refer to the above matter.

Insured vehicle amended.

Please be informed that due to typo error OI's vehicle number should be read as **SMV 6130Z**.

Sorry for your inconvenience caused.

*\*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:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Wednesday, December 8, 2021 9:54 AM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@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)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>  
**Subject:** RE: SNM21D207049/C02/SLL8198E/TOHHS /Accident Involving SLL 8198E and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

[Confidential]

**LKK REF - CC6/CTI21012385/rs3**  
**CTI REF - SNM21D207049/C02/SLL8198E/TOHHS**

Dear Sirs

We refer to the above matter.

**Please assist to check why there is incoming property damage claim from SM7067J (2<sup>nd</sup> vehicle) which is behind Insured's vehicle (1<sup>st</sup> vehicle of the 5 car chain collision).**

Attach herewith reports as follow:

1. SLL8198E (INSURED – 1<sup>st</sup> vehicle);
2. SMV6130Z (3<sup>rd</sup> vehicle)
3. SHA7289M (4<sup>th</sup> vehicle)
4. SKE5912D (5<sup>th</sup>/last vehicle)

**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  
DID: 65 6389 6183  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)  
W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, December 7, 2021 5:17 PM  
**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@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: SNM21D207049/C02/SLL8198E/TOHHS / FW: Direct Settlement - Accident Involving SLL 8198E (OI : CTI - TBA) and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

Dear all,

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

Claim no SNM21D207049/C02/SLL8198E/TOHHS.

Dear Alfred,

Pls revert LKK.

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Tuesday, 7 December 2021 5:06 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLL 8198E (OI : CTI - TBA) and SMN 7067J (TP : LKK REF - CC6/CTI21012385/rs3) on 04/12/2021

**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 received a new assignment from M/s BIS AUTOMOBILES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:  
- TP GIA report

Note : no survey done yet.

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 Jaslin.

*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**