

## Hsiao Tong (LKKAUTO)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Friday, 11 March 2022 4:18 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: [SEEK MANDATE] - SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

[Confidential]

Hi Hsiao Tong

Please proceed:

	Amount Revised
1. Cost of Repair	\$ 587.02
2. Loss of Use	\$ 300.00 (2days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.49
<b>Total</b>	<b>\$ 894.51</b>

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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:** Tuesday, 8 March 2022 5:33 pm  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] - SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

[Confidential]

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Your ref: **SNM21D207193/C02/SKP7473H/LEWLC**  
LKK ref : CC6/CTI21012637/Kps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SKP7473H(CHINA TAIPING) AND PC3036Y(TP) ON 09/12/2021**

We refer to the above matter.

Our insured collided onto third party parked vehicle. Liability is not in our driver's favour.

We seek your approval to offer repairer **"SERVE YOU MOTOR PTE LTD"** at **\$894.51(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,268.52	\$ 587.02
2. Loss of Use (2days x \$180.00)	\$ 360.00	\$ 300.00 (2days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
<b>Total</b>	<b>\$ 1,636.01</b>	<b><u>\$ 894.51</u></b>

Surveyor recommended 1day for repair + 1PRS = 2days.

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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Sent:** Wednesday, 9 February 2022 3:34 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** RE: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

**[Confidential]**

Hi Hsiao Tong,

Please proceed.

Please clear the insured on the liability status.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 9 February 2022 3:07 pm  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

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Hi Jenny,

Attached is a copy of video footage submitted by third party for your easy reference. From the witness video, we are of the view that it is consistent to our insured report. Our insured was attempting to park into a parking lot, she was moving forward and backward of her car and collided onto third party van.

Kindly focus on the video timing 00:42 – 00:54. There is a jerk on third party van and we can observe that third party bumper has dislodged after insured reversed her vehicle.

In view of this, we are of the view that liability is not in our driver favour.

Kindly let us have your comments/instruction after reviewing the matter.

Thank you.

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

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:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Sent:** Tuesday, 14 December 2021 3:05 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

**Importance:** High

[Confidential]

Hi Sirs/Madam,

Attached the insured report.

Please note insured mentioned no contact with TP vehicle.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Tuesday, 14 December 2021 2:48 pm

**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

Dear all,

Please note that officer in charge for this case is Jenny Lew.

Claim no SNM21D207193/C02/SKP7473H/LEWLC.

Dear Jenny,

Pls revert LKK.

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

**Sent:** Tuesday, 14 December 2021 2:38 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

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Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s SERVE YOU MOTOR SERVICE 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 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**