

Hsiao Tong (LKKAuto)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Thursday, 7 April 2022 10:13 AM
To: Hsiao Tong (LKKAuto); Admin A
Subject: FW: OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, ONG KENG LEONG (OWNER OF SJN8576K), TPP LOD ACKNOWLEDGEMENT
Attachments: LKK Survey Report & Photos.pdf; TP LOD.pdf; Letter to OI_GBG1146X_.pdf

[Confidential]

Dear Sir/Mdm,

Please proceed to offer repairer "LOH HENG" at \$9,820.00(all-in).

Regards,

Irene Tay
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

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

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 1 April 2022 9:21 AM
To: chewht@lkkauto.com; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, ONG KENG LEONG (OWNER OF SJN8576K), TPP LOD ACKNOWLEDGEMENT

[Confidential]

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Sir / Madam

We acknowledge receiving letter of demand dated 30th December 2022 with enclosures on 23rd March 2022.

Please be assured that your claim is receiving our attention. We will contact you should we require additional information or other documents relating to the claim.

Kindly take note that this acknowledgement should not be construed as an admission of liability.

Please contact our claims department Irene Tay 6389 6192 the officer in charge or 6389 6116 should you require our assistance or clarification.

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

Natalie Leong
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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 23 March 2022 10:19 am
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: [Seek Mandate] - OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, TPP DIRECT SETTLEMENT

[Confidential]

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Your ref: SNM21D207384/C02/GBG1146X/TAYHP
LKK ref : CC6/CTI21013083/Kps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBG1146X(CHINA TAIPING) / SJN8576K(TP) / OTHERS ON 17/12/2021

We refer to the above matter.

GBG1146X(OI) -> SJN8576K(TP) -> SLJ3563C

This is a 3 vehicles chain collision whereby our insured was the last 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 "LOH HENG" at \$9,820.00(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 20,739.50	\$ 9,100.00
2. Loss of Use (9days x \$80.00)	\$ 720.00	\$ 720.00 (9days x \$80.00)
3. LTA/GIA Search Fee	\$ 7.00	-
Total	\$ 21,466.50	<u>\$ 9,820.00</u>

Surveyor recommended 8days for repair + 1Sunday = 9days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 22/03/2022 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: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Wednesday, 29 December 2021 5:42 PM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Subject: RE: OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, TPP
DIRECT SETTLEMENT

[Confidential]

Dear Su Li,

We refer to your email below.

Attached is our insured's accident report for your necessary action.

Please seek our mandate before any claim settlement.

Thank you.

NOTICE :

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Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, December 29, 2021 5:15 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; suli@lkkauto.com; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, TPP DIRECT SETTLEMENT

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via EMAIL ONLY

Dear **Kah Leong**,

Please refer to the email appended below.

Please assign **LKK DS -SJN8576K** soonest possible on behalf of Irene Tay.

Please contact our claims department Irene Tay 6389 6192 the officer in charge.

Kindly quote our claim reference number when replying.

NOTICE :

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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: Wednesday, December 29, 2021 3:36 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 GBG 1146X (OI : CTI – TBA) and SJN 8576K (TP : LKK REF – CC6/CTI21013083/Kps3) on 17/12/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SJN 8576K at M/s LOH HENG 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 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