

LOH HENG

Accident & Insurance Claims

30 Dec 2021

China Taiping Insurance Pte Ltd

Attn. : Motor Claim Department

Re: Claim no. SJN8576K

Dear Sir/madam,

ACCIDENT INVOLVING GBG1146X AND SJN8576K ON 17 – 12- 2021

We understand that you are the insurer of **GBG1146X** vehicle.

We are instructed by the owner of motor vehicle **SJN8576K** to write, negotiate and settle the claim on their behalf for the above mentioned accident. We therefore propose to claim from you as follows:

| | | | |
|-------|--|----|------------|
| 1. | Lump sum recommended by surveyor | \$ | 9100.00 |
| 2. | Loss of useage vehicle (9 Days x \$80) | \$ | 720.00 |
| 3. | LTA search | \$ | 7.00 |
| <hr/> | | | |
| | | | \$ 9827.00 |

Please advise if above claim is agreeable via direct settlement with us.

Yours faithfully,

LOH HENG

AUTHORIZE TO ACT

30 Dec 2021

The Claim Manager
China Taiping Insurance Pte Ltd

Singapore

Accident involving GBG1146X and SJN8576K on 17-12- 2021

I, ONG KENG LEONG, hereby authorize my repairers **M/S LOH HENG** of 176 Sin Ming Drive #03-08 Sin Ming Auto Care, Singapore 575721 whom I have appointed as my agent in respect of my claim.\

I further authorize to negotiate and release all proceeds of settlement monies to my repairers **M/S LOH HENG** in settlement of my claim



Signature / Date

30/12/2021

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00048042100 Claim No : SNM21D207384/C02/GBG1146X/TAYHP

Claimant : ONG KENG LEONG

Amount : **S\$9,800.00**
Singapore Dollars Nine Thousand Eight Hundred 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. : SJN8576K
Insured Vehicle No. : GBG1146X

Date of Loss : 17/12/2021
Place of Accident : CTE BRADDELL EXIT SLIP WAY TOWARDS UPP SERANGOON

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

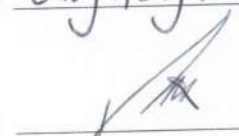
Insured Name : BEST DOORS PTE LTD
Driver Name : ALAGAR SENTHI

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.

| | |
|-----------------|---------------------|
| (1) Global Sum | S\$ 9,800.00 |
| | ===== |
| TOTAL | S\$ 9,800.00 |
| | ===== |

Claimant Name : Ong Keng Leong NRIC No : ~~9999~~ 016B

Signature :  Date : 21-04-22

LOH HENG

Automotive Repair Services
Accident Insurance Claims

Invoice

To: **China Taiping Insurance Pte Ltd**

Date: 10/1/2021

Invoice No. 36906

Terms :

| | |
|------------------------|--------------------|
| Vehicle No. : SJN8576K | Made : Toyota Wish |
|------------------------|--------------------|

| S/No. | Description | Qty | Unit Price | Total |
|-------|---|-----|------------|--------------------|
| | To repair the above accident vehicle as per lump sum recommended by surveyor. | | | \$ 9,100.00 |
| | | | | |
| | | | | |
| | | | | |
| | TOTAL: | | | \$ 9,100.00 |
| | | | | |

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 4 January 2022 9:39 AM
To: admin01@bestdoors.com.sg
Subject: Claim Notification - ACCIDENT INVOLVING GBG 1146X(CHINA TAIPING) / SJN 8576K/ OTHERS AT/ALONG CTE TOWARDS PIE (CHANGI) ON 17/12/2021

04 Jan 2022

M/s BEST DOORS PTE LTD
Driver: ALAGAR SENTHI

[By Email Only]

Dear Sir/Madam,

You Ref: GBG1146X

Our Ref: CC6/CTI21013083/Kps3

ACCIDENT INVOLVING GBG 1146X(CHINA TAIPING) / SJN 8576K/ OTHERS AT/ALONG CTE TOWARDS PIE (CHANGI) ON 17/12/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SJN 8576K 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.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

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)

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 22 April 2022 9:20 AM
To: 'Irene Tay'
Cc: Admin A
Subject: RE: OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, ONG KENG LEONG (OWNER OF SJN8576K), TPP LOD ACKNOWLEDGEMENT

Dear Sirs/mdm,

For an update, we have settled the matter at a global sum of \$9,800.00(all-in).

We will proceed to close file and submit all the relevant documents to your good office once it is ready.

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: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Thursday, 7 April 2022 10:13 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: FW: OUR REF: SNM21D207384/C02/GBG1146X/TAYHP & YOUR REF: CC6/CTI21013083/Kps3-SJN8576K, ONG KENG LEONG (OWNER OF SJN8576K), TPP LOD ACKNOWLEDGEMENT

[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

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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

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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 :

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.

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

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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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

WITHOUT PREJUDICE
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 :

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: 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