

## Hsiao Tong (LKKAuto)

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Thursday, 22 December 2022 9:19 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

[Confidential]

Hi Hsiao Tong

Please proceed.

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | 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:** 太平狮城 Taiping SG

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, December 21, 2022 4:06 PM  
**To:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

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[Confidential]

**URGENT**

Dear Sirs,

Kindly let us have your mandate as third party is chasing.

Thank you.

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)

---

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

**Sent:** Monday, 21 November 2022 12:08 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@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: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

Dear Sirs,

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Thank you.

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)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 8 November 2022 12:28 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@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: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

Dear Sirs,

Attached video footage as requested.

Please advise mandate after reviewing.

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:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Wednesday, 2 November 2022 11:48 AM

**To:** 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: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

[Confidential]

Hi Hsiao Tong

Please let us have the video footage for our review.

Thanks.

**Pauline Tham**

Claims Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Sent:** Friday, August 19, 2022 9:00 AM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.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)>

**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

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[Confidential]

Your ref : **SNM21D207712**

Our ref : CC3/CTI21013305/T1gs3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SLR 9705D (OI) & SHA 8004L (TP) ON 24/12/2021**

We refer to the above matter.

It is a BOLA S26 collision. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**COMFORTDELGRO ENGINEERING PTE LTD**" at **\$1,902.19 (all-in)**.

The summary is as follows: -

Amount  
Claimed

**Amount Revised**

1. Cost of Repair (w/GST)	\$ 1,914.83	\$ 1,369.13
2. Loss of Rental (3days x \$125.19)	\$ 375.57	\$ 375.57 (3days x \$125.19)
3. LTA/ GIA Search Fee	\$ 7.49	\$ 7.49
4. Loss of Income (3days x \$80.00)	\$ 240.00	\$ 150.00 (3days x \$50.00)
Total	\$ 2,537.89	<b><u>\$ 1,902.19</u></b>

\*\*02 days recommendation for repair + 1PRS = 3days

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 27/07/2022 is only for mandate purpose.

**For your approval/instruction please.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | HP: 8891 1278 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Friday, 19 August 2022 12:56 am

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@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)>

**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

[Confidential]

Hi Cecilia

Any updates?

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

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Sent:** Wednesday, July 6, 2022 8:46 AM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.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)>  
**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

[Confidential]

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Hi Pauline,

We are currently in the process of generating mandate report.

Thanks

Best Regards,  
Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | HP: 8891 1278 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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Consultants  
Pte Ltd

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Tuesday, 5 July 2022 10:02 am  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

[Confidential]

Hi Su Li

Any update on this case?

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

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

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**From:** Pauline Tham  
**Sent:** Tuesday, January 11, 2022 2:01 PM  
**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

Hi Su Li

Oi report attached.

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

**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. Any inconvenience caused is much regretted

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

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---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, December 31, 2021 1:49 PM  
**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D207712/C02/SLR9705D/THAMYL / FW: Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

Dear all,

Please note that officer in charge for this case is Pauline Tham.

Claim no SNM21D207712/C02/SLR9705D/THAMYL.

Dear Pauline,

Pls revert LKK.

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---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Thursday, 30 December 2021 9:26 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)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLR 9705D (OI : CTI - TBA) and SHA 8004L (TP : LKK REF - CC3/CTI21013305/T1gs3) on 24/12/2021

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Resend.

Please ignore the previous email. due to wrong attachment.



Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHA 8004L at M/s COMFORTDELGRO ENGINEERING PTE LTD 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 Cecilia.

*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**

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Thursday, December 30, 2021 9:16 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)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** Direct Settlement – Accident Involving SLR 9705D (OI : CTI – TBA) and SHA 8004L (TP : LKK REF – CC3/CTI21013305/Tlgs3) on 24/12/2021

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***\*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**