

Hsiao Tong (LKKAuto)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 7 March 2022 6:59 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Claims Dept of CTI
Subject: RE: [Seek Mandate] - SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

[Strictly Confidential]

Hi Hsiao Tong,

Please proceed as proposed.

Thank you.

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

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 24 February 2022 9:19 AM
To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: [Seek Mandate] - SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

[Strictly Confidential]

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.

Your ref: **SNM21D207640/C02/SDM2404P/TANCHC**
LKK ref : CC3/CTI21013311/Tps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SDM2404P(CHINA TAIPING) / SHC1325X(TP) /OTHERS ON 27/12/2021

We refer to the above matter.

SJV8290S -> SDM2404P(Insured) -> SHC1325X(3rd party)

This is a 3 vehicles chain collision whereby our insured was the 2nd 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 **"ComfortDelgro Engineering Pte Ltd"** at **\$1,839.00(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 2,865.85	\$ 1,391.00 (\$1,300.00 + 7%GST)
2. Loss of Rental (3days x \$128.40)	\$ 385.20	\$ 321.00 (2.5days x \$128.40)
3. Loss of Income (3days x \$80.00)	\$ 240.00	\$ 125.00 (2.5days x \$50.00)
4. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 3,493.05	<u>\$ 1,839.00</u>

Surveyor recommended 2days for repair.

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 |

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

S(408933)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Sent: Friday, 21 January 2022 9:58 AM

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

Subject: RE: SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

[Strictly Confidential]

Hi Su Li,

Enclosed Insured SAS & VF for your necessary action.

Thank you.

** Note: Please cc to 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 or fax at 6224 7175. Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, 20 January 2022 12:05 PM

To: suli@lkkauto.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: FW: SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

Dear all,

Please note that officer in charge for this case is Jacqueline Tan.

Claim no SNM21D207640/C02/SDM2404P/TANCHC.

Dear Jacqueline,

Pls revert LKK.

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, 20 January 2022 9:15 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

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.

Resend.

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 1325X 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 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.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

**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>

Sent: Wednesday, January 5, 2022 3:09 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

Dear Boon Sen,

We refer to the above matter.

We still pending amended TP GIA Report from workshop, once received will resend again.

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,

LKK Auto Consultants Pte Ltd

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, January 5, 2022 2:04 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: O/R: SNM21D207640/C02/SDM2404P/TANCHC / RE: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

Dear Sir,

Appreciate can reattach documents for ease of processing.

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.

Thank you

Chong Boon Sen
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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 4 January 2022 8:21 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: Direct Settlement - Accident Involving SDM 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

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 Boon Sen,

We refer to the above matter.

Insured vehicle amended again. should be SDM 2404P.

Sorry for your inconvenienced 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

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, January 4, 2022 7:11 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SDN 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

Dear Sir,

No cover for SDN 2404P.

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

Chong Boon Sen
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 4 January 2022 11:17 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Direct Settlement - Accident Involving SDN 2404P (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

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 Boon Sen,

We refer to the above matter.

Insured vehicle amended.

Sorry for your inconvenienced 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

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Friday, December 31, 2021 11:03 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJV 8290S (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

Dear Sir,

No cover for SJV8290S.

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

Chong Boon Sen
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: 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, 30 December 2021 9:52 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 SJV 8290S (OI : CTI - TBA) and SHC 1325X (TP : LKK REF - CC3/CTI21013311/T1ps3) on 27/12/2021

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 inspected third party vehicle SHC 1325X 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 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