

## Hsiao Tong (LKKAuto)

---

**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Thursday, 3 November 2022 10:02 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [SEEK MANDATE] - SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S [PENDING SETTLEMENT]

Dear Sir/Mdm,

Please proceed to offer repairer "**PROGRESSIVE CAR CARE PTE LTD**" at **\$6,260.00(all-in)**.

Best Regards,

Irene  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6192 | 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

---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Friday, 30 September 2022 5:05 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] - SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S [PENDING SETTLEMENT]

**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: **SNM22D202879/C02/SMR1169S/TAYHP**  
LKK ref : CC6/CTI22004140/Upa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMR1169S(CHINA TAIPING) AND SMK7838S (TP) ON 27/04/2022**

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "**PROGRESSIVE CAR CARE PTE LTD**" at **\$6,260.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 11,631.46	\$ 5,778.00 (\$5,400.00 + 7%GST)
2. Loss of Use (10days x \$200.00)	\$ 2,000.00	\$ 480.00 (8days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 13,633.46</b>	<b>\$ 6,260.00</b>

Surveyor recommended 8days for repair + 1Sunday + 1PRS = 10days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/08/2022 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](mailto:chewht@lkkauto.com) |

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

S(408933)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, 29 September 2022 4:47 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** [dawn@procarcare.com.sg](mailto:dawn@procarcare.com.sg); CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S [PENDING SETTLEMENT]

Dear Irene,

Yes. We will submit our mandate soonest.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

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

---

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Thursday, 29 September 2022 4:45 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Cc:** [dawn@procarcare.com.sg](mailto:dawn@procarcare.com.sg)

**Subject:** FW: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S [PENDING SETTLEMENT]

**Importance:** High

Dear Sir/Mdm (LKK),

The third party is chasing us for settlement, please advise whether are you still handling.

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://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:** Dawn <[dawn@procarcare.com.sg](mailto:dawn@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Tuesday, 27 September 2022 12:00 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: SNM22D202879/CO2/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S [PENDING SETTLEMENT]

**Importance:** High

**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 Irene,

We'll appreciate if you can check on the settlement status for this case as it has been pending since June 22.

Please let us know if you require any other info or documents.

Thank you.

Regards,

**Dawn WANG**

Corporate Services

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 4906

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

**From:** Siew Chin **On Behalf Of** Claims  
**Sent:** Thursday, June 30, 2022 12:50 PM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; 'Cecilia Lee Peng Geok' <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S

Dear Sir,

Please refer to the attached Final Bill and DV for your early settlement.

Thanks You

Regards,

**Siew Chin**

Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

**From:** Wayne <[wayne@procarcare.com.sg](mailto:wayne@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Wednesday, May 4, 2022 12:05 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S

Dear Irene

Thanks for your reply on the accident liability.

We had already replied that we are proceeding with Marcus (LKK) and he has already surveyed the vehicle.

Thanks and regards

**Wayne Lim**

Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

**From:** Irene Tay [<mailto:irene.tay@sg.cntaiping.com>]  
**Sent:** Wednesday, May 4, 2022 10:46 AM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S

Dear Sir/Mdm,

Liability is down on our insured and we are prepared to do a direct settlement with you.

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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://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:** Wayne <[wayne@procarcare.com.sg](mailto:wayne@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Saturday, 30 April 2022 8:26 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S

**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 Irene

Appreciate if you can advise on whether your insured had reported the accident and the accident liability as well.

Please see the camera footages for the accident.

Thanks and regards

**Wayne Lim**

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

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

**Sent:** Thursday, April 28, 2022 4:44 PM

**To:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** O/R: SNM22D202879/C02/SMR1169S/TAYHP / FW: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S

Without Prejudice

Dear Irene,

Please conduct PRS for SMK7838S. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Irene Tay 63896192.

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 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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://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:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Thursday, 28 April 2022 3:52 PM

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

Cc: Claims <[claims@proccare.com.sg](mailto:claims@proccare.com.sg)>

Subject: Arrange for survey - Acc on 28.04.2022 invlg SMK 7838 S & SMR 1169 S

**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

Please refer to attached and arrange for survey.

Vehicle not in workshop

PASS : SMK7838S3804E

Thanks You.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@proccare.com.sg](mailto:claims@proccare.com.sg)

W: [www.proccare.com.sg](http://www.proccare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.