

## Hsiao Tong (LKKAUTO)

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 24 August 2022 9:44 AM  
**To:** Cecilia Lee Peng Geok  
**Cc:** claimsdept@sg.cntaiping.com; Admin A  
**Subject:** [SEEK MANDATE] - SNM22D203291/C02/SJH6967K/LEEPG / FW: Direct Settlement - Accident Involving SJH6967K (OI : CTI - TBA) AND SJH1796U (TP : LKK REF - CC6/CTI22004560/Apa3) on 12/05/2022  
**Attachments:** LKK Survey Report & Photos.pdf; PARF\_COE REBATE.pdf; TP LOD & Docs.pdf; Letter to OI\_SJH6967K\_.pdf

Your ref: **SNM22D203291/C02/SJH6967K/LEEPG**  
LKK ref : CC6/CTI22004560/Apa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SJH6967K(CHINA TAIPING) / SJH1796U(TP) /OTHERS ON 12/05/2022**

We refer to the above matter.

SJZ907D -> SJH6967K(OI) -> SJH1796U(TP) -> SMM2226E

This is a 4 vehicles chain collision whereby our insured was the 3<sup>rd</sup> 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 **"ADVANCE AUTO GARAGE"** at **\$10,200.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 21,176.70	\$ 8,800.00
2. Loss of Use (16days x \$150.00)	\$ 2,400.00	\$ 1,400.00 (14days x \$100.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ -
<b>Total</b>	<b>\$ 23,584.15</b>	<b><u>\$ 10,200.00</u></b>

Surveyor recommended 10days for repair + 1PRS + 2Sunday + 1PH(16/05/2022) = 14days.

Market Value	: \$ 14,000.00 (est)
LTA Rebate	: \$ 4,462.00 (est)
Nett Value	: \$ 9,538.00 (est)

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 23/08/2022 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:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>

**Sent:** Friday, 12 August 2022 10:23 AM

**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

**Subject:** RE: SNM22D203291/C02/SJH6967K/LEPG / FW: Direct Settlement - Accident Involving SJH6967K (OI : CTI - TBA) AND SJH1796U (TP : LKK REF - CC6/CTI22004560/Apa3) on 12/05/2022

Hi Hsiao Tong

We attached herewith email from OI with few scene photos.

**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](tel:62247175). Any inconvenience caused is much regretted.

Thanks & Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

*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](mailto:chewht@lkkauto.com)>

**Sent:** Wednesday, 20 July 2022 11:48 am

**To:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM22D203291/C02/SJH6967K/LEPG / FW: Direct Settlement - Accident Involving SJH6967K (OI : CTI - TBA) AND SJH1796U (TP : LKK REF - CC6/CTI22004560/Apa3) on 12/05/2022

**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 Sirs/ Mdm,

Enclosed for your perusal is: -

- Estimated cost of repair.
- Preliminary advice.

- Photographs of TP vehicle in its damaged condition.

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:** Cecilia Lee [<mailto:cecilia.lee@sg.cntaiping.com>]

**Sent:** Tuesday, May 17, 2022 3:18 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: SNM22D203291/C02/SJH6967K/LEEPG / FW: Direct Settlement - Accident Involving SJH6967K (OI : CTI - TBA) AND SJH1796U (TP : LKK REF - CC6/CTI22004560/Apa3) on 12/05/2022

Hi Sir/Madam

Attached OI's SAS.

Password will be sent via separate email.

Thanks & Regards

Cecilia Lee

---

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

**Sent:** Tuesday, 17 May 2022 3:09 pm

**To:** 'Meikwan@lkkauto.com' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'chewht@lkkauto.com' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Subject:** O/R: SNM22D203291/C04/SJH6967K/LEEPG / FW: Direct Settlement - Accident Involving SJH6967K (OI : CTI - TBA) AND SJH1796U (TP : LKK REF - CC6/CTI22004560/Apa3) on 12/05/2022

Dear Sir,

Please note that officer in charge for this case is Cecilia Lee.

Claim no SNM22D203291/C04/SJH6967K/LEEPG.

Dear Cecilia,

Pls revert LKK.

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.

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 17 May 2022 1:16 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SJH6967K (OI : CTI - TBA) AND SJH1796U (TP : LKK REF - CC6/CTI22004560/Apa3) on 12/05/2022

**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 TP vehicle SJH 1796U at M/s Advance Auto Garage - Kaki Bukit on 12/05/2022 on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:  
- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will get back to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge Hsiao Tong.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

***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.***