

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, July 7, 2022 1:48 AM  
**To:** Jacqueline Tan; Asher Sng (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020 \*\*\* LKK REF: CC6/CTI20007525/Kea3q2-1

Dear Jacqueline,

We just received DV from repairer.

We will proceed to submit the final doc to your good office.

**Hi Asher,**

**Kindly assist.**

*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)

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**From:** Jacqueline Tan [mailto:[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)]

**Sent:** Tuesday, June 21, 2022 4:06 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

**Importance:** High

Hi Jaslin,

Any update on the signed DV.

Please monitor closely with 3P claimant.

### **NOTICE :**

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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

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Monday, 20 September 2021 4:46 pm

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

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Dear Jacqueline

We refer to our previous email.

We will temporary close file at our end.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Monday, September 20, 2021 3:05 PM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Jacqueline

Please be informed that We have informed workshop that no amendment to be made on our DV, but no updates since then.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Monday, July 19, 2021 11:05 AM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Jacqueline

Please be informed that we are currently pending for workshop to return signed DV.

We shall submit once received.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Monday, July 19, 2021 10:44 AM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Jalin,  
Kindly assist let us have the Signed DV asap.  
Thank you.

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

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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) 6225 5879

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**From:** Tan Chew Chik Jacqueline  
**Sent:** Monday, 14 June 2021 2:43 PM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Jaslin,  
We are unable to change our DV.  
Please let TP repairer to assist and explain on it.

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

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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) 6225 5879

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Thursday, 10 June 2021 9:56 PM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

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Dear Jacqueline

Third Party is not willing to sign the DV as he is uncomfortable with the last paragraph of the DV “ I acknowledge that ....without admission of liability...”. Will it be possible for China Taiping Insurance to remove the sentence?

Kindly advise.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, June 10, 2021 8:01 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Jaslin,

Kindly update status.

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

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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) 6225 5879

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**From:** Cecilia Low

**Sent:** Wednesday, 31 March 2021 2:28 PM

**To:** 'Jaslin Kok (LKK Auto)' <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

[Strictly Confidential]

Dear Jaslin

Please proceed as proposed.

Thank you.

**NOTICE :**

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**Cecilia Low (Ms)**

Claims

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

**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

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Friday, 19 March 2021 11:08 AM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@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: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Cecilie

We refer to our mandate request on 18/02/2021.

**Kindly let us have your approval / instruction.**

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

---

**From:** Jaslin Kok (LKK Auto)

**Sent:** Thursday, 18 February 2021 10:06 AM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@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: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Cecilia

We seek your approval to offer repairer "K.KIM HIN AUTO PTE LTD" at **\$ 5,535.07 (all-in)**.

The summary is as follows: -

	Amount Approved	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,813.07 (\$4,498.20 +7%GST)	\$ 4,813.07 (\$4,498.20 +7%GST)
2. Loss of Use (04days x \$120.00)	\$ 480.00	\$ 720.00 <b>Loss of Rental (04days x \$180.00)</b>
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ <u>5,295.07</u></b>	<b>\$ <u>5,535.07</u></b>

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

---

**From:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Sent:** Thursday, 11 February 2021 11:55 AM



**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.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: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

[Strictly Confidential]

Dear Jaslin

Please proceed as proposed.

Thank you.

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**Cecilia Low (Ms)**

Senior Executive

Claims

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

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---

**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Monday, 1 February 2021 10:47 AM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@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: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SKV9973L (CTI) AND SKR380C (TP) ON 16/07/2020**

We refer to the above matter.

This is a head-to-rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer "K.KIM HIN AUTO PTE LTD" at **\$ 5,295.07 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,878.40	\$ 4,813.07 (\$4,498.20 +7%GST)
2. Loss of Use (04days x \$230.00)	\$ 920.00	\$ 480.00 (04days x \$120.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 8,800.40</b>	<b><u>\$ 5,295.07</u></b>

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

---

**From:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Sent:** Friday, 22 January 2021 3:40 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Margaret KKH <[margaret@kkimhin.com.sg](mailto:margaret@kkimhin.com.sg)>

**Subject:** RE: LOD – O/REF:020294/07, CHINA REF: SNM20D202502/C02 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

[Strictly Confidential]

Dear Sirs

Please let us have your update and survey report.

Thank you.

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**Cecilia Low (Ms)**

Senior Executive

Claims

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

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---

**From:** [claims@kkinhin.com.sg](mailto:claims@kkinhin.com.sg) <[claims@kkinhin.com.sg](mailto:claims@kkinhin.com.sg)>

**Sent:** Friday, 4 December 2020 3:14 PM

**To:** [jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com); [admin-a@LKKauto.com](mailto:admin-a@LKKauto.com)

**Cc:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>; Margaret KKH <[margaret@kkinhin.com.sg](mailto:margaret@kkinhin.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Fw: LOD – O/REF:020294/07, CHINA REF: SNM20D202502 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Jaslin (LKK)

We understand that you are the officer in charge, re-send the following Letter of Demand documents for you to process the claim:

Thank you.

Best Regards

Carin

K. Kim Hin Auto Pte Ltd

160 Sin Ming Drive #02-20

Sin Ming AutoCity

Singapore 575722

Tel: 6452 7018

---

**From:** [claims@kkinhin.com.sg](mailto:claims@kkinhin.com.sg)

**Sent:** Friday, December 04, 2020 11:12 AM

**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) ; [cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)

**Cc:** Margaret KKH

**Subject:** LOD – O/REF:020294/07, CHINA REF: SNM20D202502 - ACC INVLG SKR380C & SKV9973L ON 16 JULY 2020

Dear Sir/Mdm

Enclosed are the following Letter of Demand documents for you to process the claim:

1. Letter of Demand
2. Cost of Repair Invoice
3. Hui Shoon Car Rental Agreement
4. GIA Search Fee
5. Letter of Authorization

We look forward to hearing from you.

Thank you.

Best Regards

Carin

K. Kim Hin Auto Pte Ltd

160 Sin Ming Drive #02-20

Sin Ming AutoCity

Singapore 575722

Tel: 6452 7018