

## Hsiao Tong (LKKAuto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Thursday, 30 March 2023 9:24 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [SEEK MANDATE] - OUR REF: SNM22D204899/C02/GBC5878L/TAYHP & YOUR REF: CC3/CTI22006754/Kpa3-SHD9516D, TPP DIRECT SETTLEMENT

Dear Sir/Mdm,

We refer to the above captioned matter and your email below.

Please proceed to offer repairer "**TRANS-CAB AUTO SERVICES PTE LTD**" at **\$5,272.25(all-in)**.

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: 太平獅城 Taiping SG

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Tuesday, March 14, 2023 10:54 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: [SEEK MANDATE] - OUR REF: SNM22D204899/C02/GBC5878L/TAYHP & YOUR REF: CC3/CTI22006754/Kpa3-SHD9516D, TPP DIRECT 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.

Dear Sirs,

We refer to our email dated 03/02/2023.

Please advise. Thanks.

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:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, February 3, 2023 2:10 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Subject:** [SEEK MANDATE] - OUR REF: SNM22D204899/C02/GBC5878L/TAYHP & YOUR REF: CC3/CTI22006754/Kpa3-SHD9516D, TPP DIRECT SETTLEMENT

Your ref: **SNM22D204899/C02/GBC5878L/TAYHP**  
LKK ref : CC3/CTI22006754/Kpa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING GBC5878L(CHINA TAIPING) AND SHD9516D(TP) ON 12/07/2022**

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 **"TRANS-CAB AUTO SERVICES PTE LTD"** at **\$5,272.25(all-in).**

The summary is as follows: -

|                                     | Amount Claimed      | Amount Revised                   |
|-------------------------------------|---------------------|----------------------------------|
| 1. Cost of Repair (with 7% GST)     | \$ 20,213.71        | \$ 4,387.00 (\$4,100.00 + 7%GST) |
| 2. Loss of Use (7days x \$96.30)    | \$ 674.10           | \$ 577.80 (6DAYS X \$96.30)      |
| 3. Loss of Income (7DAYS X \$50.00) | \$ 350.00           | \$ 300.00 (6DAYS X \$50.00)      |
| 4. LTA/ GIA SEARCH FEE              | \$ 7.49             | \$ 7.45                          |
| <b>Total</b>                        | <b>\$ 21,245.30</b> | <b><u>\$ 5,272.25</u></b>        |

Surveyor recommended 4days for repair +1PRS + 1SUNDAY = 6DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 25/08/2022 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)

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

**Sent:** Wednesday, 24 August 2022 10:31 PM

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

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

**Subject:** RE: OUR REF: SNM22D204899/C02/GBC5878L/TAYHP & YOUR REF: CC3/CTI22006754/Kpa3-SHD9516D, TPP DIRECT SETTLEMENT

Enclosed herewith INSURED SAS REPORT

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:** 太平獅城 Taiping SG

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

**Sent:** Wednesday, 27 July 2022 5:29 PM

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

**Subject:** RE: OUR REF: SNM22D204899/C02/GBC5878L/TAYHP & YOUR REF: CC3/CTI22006754/Kpa3-SHD9516D, TPP DIRECT 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.

Dear Irene,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

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

**Sent:** Monday, 18 July 2022 7:11 PM

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

**Subject:** OUR REF: SNM22D204899/C02/GBC5878L/TAYHP & YOUR REF: CC3/CTI22006754/Kpa3-SHD9516D, TPP  
DIRECT SETTLEMENT

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear irene,

Please refer to the below email.

Kindly **revert to LKK Auto on DS -SHD9516D** soonest possible.

Please contact our claims department **Irene Tay 6389 6192** the officer in charge.

**\*Kindly quote our claim reference number when replying.\***

**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

Angie Foo

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: 太平獅城 Taiping SG

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

**Sent:** Sunday, July 17, 2022 8:33 PM

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

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

**Subject:** Direct Settlement - Accident Involving GBC5878L (OI : CTI - TBA) and SHD9516D (TP : LKK REF - CC3/CTI22006754/Kpa3) on 10/07/2022

**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 SHD 9516D at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

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 is 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)