

## Hsiao Tong (LKKAuto)

**From:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Wednesday, 4 January 2023 5:24 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

Hi Hsiao Tong,

Please proceed as proposed.

Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Tuesday, 3 January 2023 5:30 pm  
**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

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Your ref: **SNM22D206205/C02/SMP2437Y/TANCHC**

LKK ref : CC6/CTI22008532/Upa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SMP2437Y(CHINA TAIPING) AND SLZ5684P(TP) ON 30/08/2022**

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 **"NPH AUTO SERVICE"** at **\$9,797.95(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 17,277.28	\$ 9,041.50 (\$8,450.00 + 7%GST)
2. Loss of Rental (5days x \$140.00)(w/GST)	\$ 749.00	\$ 749.00 (5days x \$140.00)(w/GST)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45

<b>Total</b>	\$ 18,033.73	<b>\$ 9,797.95</b>
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Surveyor recommended 5days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 11/10/2022 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:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Tuesday, 3 January 2023 12:17 PM

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

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

**Subject:** RE: [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

Hi Hsiao Tong,

RA received from Insured.

Please submit your LOD mandate to us.

Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Friday, 16 December 2022 10:20 am

**To:** Jacqueline Tan <[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: [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

**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 Jacqueline,

As spoken on 30/11/2022, insured said that he had submitted rental agreement and all documents to your good office.

Please advise if documents all in order and whether we can proceed to offer as per mandate.

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)

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

**Sent:** Friday, 11 November 2022 6:38 PM

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

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

**Subject:** RE: [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

Hi Hsiao Tong,

We agree as proposed subject to the valid Rental Agreement, NRIC & DL of the Driver.

**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.

Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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**From:** Jacqueline Tan  
**Sent:** Wednesday, 26 October 2022 5:30 pm  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

Hi Hsiao Tong,

Where is the Rental Agreement, NRID & DL of the OID?

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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

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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 19 October 2022 9:38 am  
**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [SEEK MANDATE] - O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

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Your ref: **SNM22D206205/C02/SMP2437Y/TANCHC**  
LKK ref : CC6/CTI22008532/Upa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMP2437Y(CHINA TAIPING) AND SLZ5684P(TP) ON 30/08/2022**

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 "NPH AUTO SERVICE" at **\$9,797.95(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 17,277.28	\$ 9,041.50 (\$8,450.00 + 7%GST)
2. Loss of Rental (5days x \$140.00)(w/GST)	\$ 749.00	\$ 749.00 (5days x \$140.00)(w/GST)

3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 18,033.73</b>	<b>\$ 9,797.95</b>

Surveyor recommended 5days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 11/10/2022 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:** Hsiao Tong (LKKAuto)

**Sent:** Thursday, 22 September 2022 8:46 AM

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

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

**Subject:** RE: O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

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)

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, 1 September 2022 3:37 PM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@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:** O/R: SNM22D206205/C02/SMP2437Y/TANCHC / Re: Direct Settlement - Accident Involving SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

Dear all,

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

Claim no SNM22D206205/C02/SMP2437Y/TANCHC.

Dear Jacqueline,

Pls revert LKK.

### **NOTICE :**

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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:** 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, September 1, 2022 1:35 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 SMP2437Y (OI : CTI - TBA) AND SLZ5684P (TP : LKK REF - CC6/CTI22008532/Upa3) on 30/08/2022

**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 SLZ 5684P at M/s NPH Auto Service on 01.09.2022 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.

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

Please 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)

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