

## EzLyna (LKKAuto)

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**From:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Sent:** Saturday, 17 June 2023 9:53 PM  
**To:** EzLyna (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

Hi Lyna

Please proceed to settle up to \$2,384.51.

Thanks & Best Regards,  
**Cecilia Lee**  
Claims Department

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**From:** EzLyna (LKKAuto) <ezlyna@lkkauto.com>  
**Sent:** Tuesday, June 13, 2023 9:52 AM  
**To:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

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Dear Cecilia,

We refer to your email below.

We have called OI and OI informed us the passenger is OI's wife namely: Ms Ameliaana. We also advised OI to reply your email dated on 17.01.2023.

Thank you.

With warmest regards,  
Ezlyna

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**From:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Monday, June 12, 2023 2:40 PM  
**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

Hi Lyna

Your email below refers.

Please kindly advise have you spoken to insured.

Thanks & Best Regards,

**Cecilia Lee**

Claims Department

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**From:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Sent:** Tuesday, June 6, 2023 3:22 PM

**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)>

**Subject:** RE: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

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Dear Cecilia,

We refer to your email below.

We have contacted OI Whatsapp last week as OI is overseas and only be back by today. Leave a message to OI to call us back when he is back to Singapore.

Will update you once OI call. Thank you.

With warmest regards,

Ezlyna

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

**Sent:** Wednesday, May 31, 2023 2:58 PM

**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

**Importance:** High

Hi Lyna/Hsiao Tong

Please refer to our email below and advise.

Thanks & Best Regards,  
**Cecilia Lee**  
Claims Department

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**From:** Cecilia Lee  
**Sent:** Monday, May 15, 2023 10:28 AM  
**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>; 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)>  
**Subject:** RE: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023  
**Importance:** High

Hi Lyna

Have you spoken to insured and seek clarification who was the female passenger in his vehicle?

Thanks & Best Regards,  
**Cecilia Lee**  
Claims Department

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**From:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Sent:** Wednesday, May 3, 2023 8:52 AM  
**To:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; 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)>  
**Subject:** RE: {SEEK MANDATE} /OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

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Your ref: SNM23D200420/C02/SGC313Z/LEEPG  
LKK ref : CC3/CTI23000847/Spa3

Dear Cecilia,

ACCIDENT INVOLVING SGC313Z (CHINA TAIPIING) AND SHA8158B (TP) ON 13/01/2023

We refer to the above matter.

It is an accident under BOLA 27, OI rear ended TP. (Pls find enclosed video footage.) We are of the view that liability is on our driver's.

We seek your approval to offer repairer "ComfortDelgro Engineering Pte Ltd" at \$2,384.51 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 2,446.14	\$ 2,027.19 (w/GST) PBP
2. Loss of Rental (2 days x \$127.66)	\$ 255.32	\$ 255.32
3. Loss of Income (2 days x \$80)	\$ 160.00	\$ 100.00 (2 days x \$50)
4. LTA Search fee	\$ 2.00	\$ 2.00
Total	\$ 2,863.46	<b>\$ 2,384.51</b>

Surveyor recommended 2 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 06/04/2023 is only for mandate purpose.

Kindly let us have your approval / instruction.

\*I am working from home till 12.05.2023. If you wish to contact me, pls whatsapp call at 80287880 or email.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@lkkauto.com) |

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

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

**Sent:** Thursday, April 20, 2023 8:49 AM

**To:** Ezlyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Subject:** FW: OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

Hi Lyna,

Please assist. CC3/CTI23000847/Sya3q2

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

**Sent:** Wednesday, April 19, 2023 5:09 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

Hi Hsiao Tong

Any update?

Thanks & Best Regards,

**Cecilia Lee**

Claims Department

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**From:** Cecilia Lee

**Sent:** Monday, January 30, 2023 4:02 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** OUR REF: SNM23D200420/C02/SGC313Z/LEEPG - Direct Settlement - Accident Involving SGC313Z (OI) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

**Importance:** High

Hi Hsiao Tong

Attached OI SAS. Password will be sent via separate email.

**We also attached herewith our email dated 17/01/2023 to OI for clarification. Please assist to seek clarification from OI who was the female passenger in his vehicle.**

Thanks & Regards

Cecilia Lee

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Sunday, 29 January 2023 9:54 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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SGC313Z (OI : CTI - TBA) and SHA8158B (TP : LKK REF - CC3/CTI23000847/Spa3) on 13/01/2023

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHA 8158B at M/s ComfortDelGro Engineering Pte Ltd (Loyang) 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)

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