

## Mei Kwan (LKKAuto)

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**From:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Friday, 28 June 2024 9:23 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; Mei Kwan (LKKAuto)  
**Subject:** RE: CTI Ref: SNM24D203386/GBL4827T/C02/TANCHC - LKK REF: CASE-24060019 - SHD9738E | TPP DIRECT SETTLEMENT  
**Attachments:** GBL4827T-SAS.pdf  
**Categories:** HMK

[Internal]

Hi Hsiao Tong,

Enclosed please find Insured's SAS report for your info.

If third party unable to provide video footage to prrof that the damages is caused by Insured.

Please reject third party claim.

**\*\* Note: Password for the attachment would be sent to you with separate email.**

Regards,

*Jacqueline Tan*

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

*\*For survey matter, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

*\*For all LOD, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, June 20, 2024 10:18 AM  
**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: CTI Ref: SNM24D203386/GBL4827T/C02/TANCHC - LKK REF: CASE-24060019 - SHD9738E | TPP DIRECT SETTLEMENT

[Internal]

**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.

[Internal]

Hi Jacqueline,

Please see attached accident photo.

Accident scene photo attached together with GIA report.

No video footage for this case.

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**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)

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

**Sent:** Thursday, June 20, 2024 9:06 AM

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

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

**Subject:** RE: CTI Ref: SNM24D203386/GBL4827T/C02/TANCHC - LKK REF: CASE-24060019 - SHD9738E | TPP DIRECT SETTLEMENT

[Internal]

Hi Mei Kwan,

The insured has denied involvement in any collision and has not yet reported the incident. They have requested a VF to support the third party's statement.

Could you please urgently obtain the VF from the third party?

Thank you.

Regards,

*Jacqueline Tan*

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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*\*For all LOD, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

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

**Sent:** Wednesday, June 19, 2024 4:05 PM

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** RE: CTI Ref: SNM24D203386/GBL4827T/C02/TANCHC - LKK REF: CASE-24060019 - SHD9738E | TPP DIRECT SETTLEMENT

[Internal]

**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.

[Internal]

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**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)

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

**Sent:** Thursday, June 13, 2024 4:41 PM

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

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

**Subject:** RE: CTI Ref: SNM24D203386/GBL4827T/C02/TANCHC - LKK REF: CASE-24060019 - SHD9738E | TPP DIRECT SETTLEMENT

[Internal]

Hi Hsiao Tong,

Insured non-reporting.

Please find the ANR letter to OI attached.

Kindly follow up and inform us once the Insured has reported.

Thank you for your assistance.

Regards,

*Jacqueline Tan*

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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*\*For all LOD, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

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

**Sent:** Tuesday, June 11, 2024 11:30 AM

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; 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:** CTI Ref: SNM24D203386/GBL4827T/C02/TANCHC - LKK REF: CASE-24060019 - SHD9738E | TPP DIRECT SETTLEMENT

Dear Jacqueline,

Please refer to the above subject.

Kindly assist **LKK Auto on D.S.** soonest possible.

Please contact our claims department **Jacqueline tan | DID: 6389 6185** the officer in charge or **6389 6116** should you require our assistance or clarification.

\*Kindly quote our claim reference number when replying.

**Belinder Ng**

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

**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:** Monday, June 10, 2024 6:52 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 GBL4827T (OI : CTI - TBA) and SHD9738E (TP : LKK REF - CASE-24060019) on 17/01/2024

**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 9738E 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)

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