

## Mei Kwan (LKKAuto)

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**From:** Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>  
**Sent:** Wednesday, 4 December 2024 9:13 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Admin A; Hsiao Tong (LKKAuto)  
**Subject:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT  
**Attachments:** SNM24D205533.zip  
**Categories:** HMK

[Internal]

### 'WITHOUT PREJUDICE'

Dear Mei Kwan,

Please find parties accident reports attached.

Password: DOA in format of ddmmyy

Thanks

Regards,

**Lynn Khong**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6156 | F: (65) 6224 7175

**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:** Lynn Khong (CTPIS)  
**Sent:** Monday, 2 December 2024 10:30 am  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

**'WITHOUT PREJUDICE'**

Dear Mei Kwan,

Our driver has not reported.

We had sent the traffic police form on 29/10/2024 and will be sending the final reminder today.

Thank you

Regards,

**Lynn Khong**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6156 | F: (65) 6224 7175

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---

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

**Sent:** Thursday, 28 November 2024 4:22 pm

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP  
DIRECT SETTLEMENT

[Internal]

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[Internal]

Dear Lynn,

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)

---

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

**Sent:** Monday, 25 November 2024 4:17 PM

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

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)

---

**From:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com)>

**Sent:** Thursday, 14 November 2024 10:18 AM

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

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

**Subject:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Driver still not reported.

We had sent the traffic police form on 29/10/2024 but has not receive a reply yet.  
Please request later.

Thank you

Regards,

**Lynn Khong**  
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

**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:** Tuesday, 12 November 2024 4:49 pm  
**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, 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 Lynn,

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)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Friday, 8 November 2024 1:23 PM

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

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)

---

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

**Sent:** Monday, 4 November 2024 11:08 AM

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

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)

---

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

**Sent:** Wednesday, 30 October 2024 2:00 PM

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com)>

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

**Subject:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

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.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

---

**From:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com)>

**Sent:** Thursday, 17 October 2024 5:08 PM

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

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

**Subject:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Our driver non reporting.

Our reminder letter will be posted on 18/10/2024.

Regards,

**Lynn Khong**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6156 | F: (65) 6224 7175

**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, 17 October 2024 4:02 pm

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP  
DIRECT SETTLEMENT

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Dear Lynn,

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)

---

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

**Sent:** Tuesday, 15 October 2024 3:43 PM

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP  
DIRECT SETTLEMENT

Dear Lynn,

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)

---

**From:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com)>

**Sent:** Wednesday, 9 October 2024 5:57 PM

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

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

**Subject:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP  
DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Our driver non reporting.

Regards,

**Lynn Khong**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6156 | F: (65) 6224 7175

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---

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

**Sent:** Tuesday, 8 October 2024 10:47 am

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP  
DIRECT SETTLEMENT

[Internal]

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[Internal]



Dear Sir / Madam,

Please see attached TP video footage and accident photo.

Kindly let us have a copy of your insured's GIA 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)

---

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

**Sent:** Monday, 7 October 2024 4:10 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@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:** RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Sir/ Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA 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)

---

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

**Sent:** Wednesday, 2 October 2024 10:45 AM

**To:** Lynn Khong (CTPIS) <[lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Lynn,

Please refer to the above subject.

Kindly **assist LKK Auto on D.S SNP1934Z** soonest possible.

Please contact our claims department **Lynn Khong 6389 6156** the officer in charge or **6389 6116** should you require our assistance or clarification.

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

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:** Tuesday, October 1, 2024 5:57 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 GBK5804H (OI : CTI - TBA) and SNP1934Z (TP : LKK REF - CD/CTI24100030/Kpa3) on 27.09.2024

**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 SNP 1934Z at M/s Optima Werkz Pte Ltd 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)