

Yan (LKK Auto)

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Sent: Monday, April 7, 2025 3:35 PM
To: Yan (LKK Auto)
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: [IA] RE: [SEEK REJECTION] RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Yan

Please proceed to deny liability as proposed.

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Yan (LKK Auto) <yan@lkkauto.com>
Sent: Wednesday, 2 April 2025 11:37 am
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [IA] RE: [SEEK REJECTION] RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

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.

[Confidential]

Dear Cecilia,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice (IA)
- Photographs of TP vehicle

Thank you.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>

Sent: Tuesday, April 1, 2025 9:17 PM

To: Yan (LKK Auto) <yan@lkkauto.com>

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

Subject: RE: [SEEK REJECTION] RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Yan

Please advise if any survey conducted and let us have a copy of repair estimate.

Thanks & Best Regards,

Cecilia Lee

Claims Department

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From: Yan (LKK Auto) <yan@lkkauto.com>

Sent: Friday, 28 March 2025 1:49 pm

To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>

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

Subject: [SEEK REJECTION] RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

Dear Cecilia,

We had reviewed the case and based on the VF, third party encroached to our insured lane caused collision.

In view of this, we seek your approval to reject third party claim.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>

Sent: Monday, November 18, 2024 10:14 AM


To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA:
18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Pls try again

 [SNM24D205910 - OI VF.mp4](#)

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee (CTPIS)


Sent: Sunday, 17 November 2024 11:23 pm

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA:
18/10/2024 - TPP DIRECT SETTLEMENT

Hi LKK

Attached OI VF  [SNM23D207638+OI VF.mp4](#)

Please note that the link expires after 7 days.


Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee (CTPIS)
Sent: Monday, 28 October 2024 4:20 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

Hi Sir/Madam

Please retrieve SAS from link below for damage consistency check. Please note that the link expires after 7 days.

 [SNM24D205910 oi sas.pdf](#)

Please obtain video footage from insured/insured driver as indicated in accident report.

Thanks & Regards
Cecilia Lee

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 28 October 2024 4:02 pm
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

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

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

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, 22 October 2024 5:36 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi LKK

OI has not reported the accident. Attached herewith our letter of even date to insured.

Please follow up with insured for accident reporting and keep us updated.

Regards
Cecilia Lee

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 22 October 2024 5:10 pm
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear **Cecilia**,

Please refer to the above subject.

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

Please contact our claims department **Cecilia Lee | DID: 6389 6530** the officer in charge or **6389 6116** should you require our assistance or clarification.

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

Thank you.

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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 22 October 2024 3:23 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: Direct Settlement - Accident Involving SNM6967L (OI : CTI - TBA) AND SGS1188C (TP : LKK REF - CD/CTI24100373/Aua3) on 18/10/2024

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SGS 1188C at M/s Advance Auto Garage - Kaki Bukit on 18/10/2024 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 in due course.

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 Yan.

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

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

Yan (LKK Auto)

From: Yan (LKK Auto)
Sent: Tuesday, April 8, 2025 9:07 AM
To: Advance Auto Garage
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: [REJECTED] RE: LOD : ACCIDENT INVOLVING SGS1188C & SNM6967L ALONG ARK @ GAMBAS ON 18 OCTOBER 2024

Without Prejudice

Dear Sir/Madam,

We refer to the above matter.

Based on our insured's video footage, we are unable to consider your client's claim due to your driver encroached to our insured lane caused the collision. Please refer to the screenshot below.

We have our principal's instruction to reject your client's claim.

Thank you.





Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Wednesday, April 2, 2025 10:11 AM

To: Yan (LKK Auto) <yan@lkkauto.com>

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

Subject: RE: LOD : ACCIDENT INVOLVING SGS1188C & SNM6967L ALONG ARK @ GAMBAS ON 18 OCTOBER 2024

Dear Yan,

We would like to follow up on the LOD that was sent to you on 14 March 2025.

Hope to receive an update soon, thank you.

**** Please take note that we have moved to : 1 Kaki Bukit Ave 6, #01-73 Block D Autobay @ Kaki Bukit Singapore 417883**

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

1 Kaki Bukit Avenue 6, #01-73

Kaki Bukit Autobay Blk D

Singapore 417883

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, March 14, 2025 11:27 AM

To: Advance Auto Garage <advanceag@hotmail.com>; Yan (LKK Auto) <yan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: FW: LOD : ACCIDENT INVOLVING SGS1188C & SNM6967L ALONG ARK @ GAMBAS ON 18 OCTOBER 2024

Dear Sirs/mdm,

We acknowledge receipt of your email dated 14/03/2025.

Our respective handler, Yan will look into the matter and get back to you.

Hi Yan,

FYMA, Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Friday, March 14, 2025 10:32 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: LOD : ACCIDENT INVOLVING SGS1188C & SNM6967L ALONG ARK @ GAMBAS ON 18 OCTOBER 2024

Dear Hsiao Tong,

With reference to subject mentioned, we enclosed the LOD for your necessary actions.

Hope to hear from you soon. Thank you.

**** Please take note that we have moved to : 1 Kaki Bukit Ave 6, #01-73 Block D Autobay @ Kaki Bukit Singapore 417883**

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

1 Kaki Bukit Avenue 6, #01-73

Kaki Bukit Autobay Blk D

Singapore 417883