

## Yan (LKK Auto)

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**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]

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

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

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

**To:** Yan (LKK Auto) <[yan@lkkauto.com](mailto:yan@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: [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](mailto:yan@lkkauto.com)>

**Sent:** Friday, 28 March 2025 1:49 pm

**To:** Cecilia Lee (CTPIS) <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@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:** [SEEK REJECTION] RE: CTI REF: SNM24D205910/SNM6967L/C02/LEEPG - LKK REF: CD/CTI24100373/Aua3, SGS1188C | DOA: 18/10/2024 - TPP DIRECT SETTLEMENT

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

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

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

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

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

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 28 October 2024 4:02 pm  
**To:** Cecilia Lee (CTPIS) <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Yan (LKK Auto) <[yan@lkkauto.com](mailto: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](mailto:MeiKwan@lkkauto.com)

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

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**From:** Cecilia Lee (CTPIS) <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Tuesday, 22 October 2024 5:36 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Yan (LKK Auto) <[yan@lkkauto.com](mailto: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

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 22 October 2024 5:10 pm  
**To:** Cecilia Lee (CTPIS) <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@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)>; Yan (LKK Auto) <[yan@lkkauto.com](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 22 October 2024 3:23 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)>; Yan (LKK Auto) <[yan@lkkauto.com](mailto: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](mailto:MeiKwan@lkkauto.com)

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