

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 5 November 2024 3:00 PM  
**To:** Jacqueline Tan (CTPIS)  
**Cc:** Admin A  
**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT  
**Attachments:** Re: ACCIDENT INVOLVING SNF2699Z(CHINA TAIPING) / SLC1824A / OTHERS AT/ALONG UPPER THOMSON ROAD ON 23/10/2024; OID NRIC & DL.pdf; SLC1824A ESTIMATE\_MARKED.pdf; Preliminary Advice\_SLC1824A.pdf; LKK SURVEY PHOTOS.pdf

Dear Jacqueline,

Please see attached email from insured for your easy reference.

- Rental Agreement – [No rental agreement as the driver is the employee.](#)
- Driver's NRIC and Driver's License – [See attached.](#)
- Clarification on the number of vehicles involved in the accident. – [Total 3 vehicles involved.](#)

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

**Please advise if we may proceed DS. Thanks.**

**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)

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

**Sent:** Tuesday, 29 October 2024 5:49 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: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

**[Confidential]**

Hi Hsiao Tong,

Attached is OI's SAS report for your necessary action.

Before agreeing to the DS, please obtain the following:

- Rental Agreement
- Driver's NRIC and Driver's License
- Clarification on the number of vehicles involved in the accident

Additionally, please advise Insured to amend the SAS report if it involves a chain collision.

Thank you for your assistance.

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

**Sent:** Friday, 25 October 2024 4:39 pm

**To:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@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:** CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Internal]

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.**

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:** 太平獅城 Taiping SG

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

**Sent:** Friday, 25 October 2024 2:13 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 SNF2699Z (OI : CTI - TBA) AND SLC1824A (TP : LKK REF - CD/CTI24100451/Epa3) on 23/10/2024

**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 received an assignment from TP repairer, M/s City Auto Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Estimated cost of repair

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Please 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)