

## Veron Chen (LKKAUTO)

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**From:** Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>  
**Sent:** Thursday, 17 July 2025 4:32 PM  
**To:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

[Internal]

Dear Sir/Mdm,

Please proceed noted on the add-on and repair cost maintain @ \$60K.

Regards,

**Irene Tay**  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

**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:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Wednesday, 16 July 2025 2:47 pm  
**To:** Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; SUR <sur@lkkauto.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

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[Internal]

Dear Irene,

Enclosed 2<sup>nd</sup> preliminary revised SNT 1640A

For your approval please.

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax: 6256-4315

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

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**From:** Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Thursday, 23 January 2025 9:08 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

[Internal]

Dear Mdm,

Please proceed to inform repairer on the **repair limit \$60,000.00 on Part by part basis.**

**Regards,**

**Irene Tay**

Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F: (65) 62247478/62247175

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Tuesday, 21 January 2025 7:31 am

**To:** Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Claims Dept of CTI

<[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** FW: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

[Internal]

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[Internal]

Dear Irene,

Any update for approval?

Repairer keep chasing

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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**From:** Veron Chen (LKKAuto)

**Sent:** Sunday, 19 January 2025 4:50 PM

**To:** Irene Tay ([irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>;  
[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Subject:** FW: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

Dear Irene,

Any update for approval?

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 14 January 2025 1:09 PM

**To:** Irene Tay ([irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Subject:** FW: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

Dear Irene,

Any update for approval?

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Friday, 10 January 2025 1:45 PM

**To:** Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

Dear Irene,

Enclosed preliminary revised of vehicle SNT 1640A

Date of survey: 27/12/2024

Number of days (estimated) : 20 days

**Repairer able to undertake the repair at repair limit \$60,000.00 on Part by part basis.**

**We have Not authorise repair**

**Kindly let us have your approval and provides policy excess**

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 31 December 2024 9:04 AM

**To:** Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

Dear Irene,

Please be informed that we have inspected the vehicle SNT 1640A on 27/12/2024.

We are pending estimate from repairer.

Best Regards,  
**Veron Chen** | Case Handler  
Own Damage & Third Party Property Damage  
**LKK Auto Consultants Pte Ltd**  
phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hueh Yin (LKK Auto) <[huehyin@lkkauto.com](mailto:huehyin@lkkauto.com)>  
**Sent:** Monday, 25 November 2024 12:45 PM  
**To:** Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

Dear Irene,

Thank you for the assignment.

Please be informed that **Ms. Veron** is the handler of this case who can be contacted at 6256 3561/  
[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)

Best Regards,  
**Hueh Yin** | Admin  
**LKK Auto Consultants Pte Ltd**  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Monday, November 25, 2024 10:23 AM  
**To:** Serene Chui Yoke Har <[serene@libertylaw.com.sg](mailto:serene@libertylaw.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Christine Sekhon <[chris@libertylaw.com.sg](mailto:chris@libertylaw.com.sg)>; May Ng Nian Rou <[may@libertylaw.com.sg](mailto:may@libertylaw.com.sg)>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

[Internal]

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to conduct survey.

Regards,

Irene Tay

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**From:** Serene Chui Yoke Har <[serene@libertylaw.com.sg](mailto:serene@libertylaw.com.sg)>  
**Sent:** Friday, 22 November 2024 12:04 pm

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

Cc: Irene Tay (CTPIS) <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Christine Sekhon <[chris@libertylaw.com.sg](mailto:chris@libertylaw.com.sg)>; May Ng Nian Rou <[may@libertylaw.com.sg](mailto:may@libertylaw.com.sg)>

Subject: Re: PRE-REPAIR SURVEY-Our Ref: SNM24D206572/SNT1640A/C02/TAYHP & Your Ref: CS/1667/24/EA/SZ

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Dear Sirs,

We refer to your email dated today.

Please be informed that our client is not agreeable to your proposed motor surveyor.

Please find attached a copy of our client's surveyor dated today (22 November 2024) for your necessary action. We have also provided our client's workshop and contact details.

*Thank you / Regards,*

***Lin***

*for and on behalf of Christine Sekhon*

*Liberty Law Practice LLP*

*133 New Bridge Road,*

*#17-03, Chinatown Point*

*Singapore 059413*

*DID: 3152 0993*

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On Fri, Nov 22, 2024 at 11:43 AM <[donotreply.claims@sg.cntaiping.com](mailto:donotreply.claims@sg.cntaiping.com)> wrote:

Dear Sir/Madam,

The attached letter is for your information and necessary action.

Please contact the officer-in-charge in our letter attached your follow up. No hardcopy letter(s) will be sent to you.

If you have any enquiries, you may email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com).

**Please do not reply to this email.**

Best regards,

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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