

Hsiao Tong (LKKAuto)

From: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>
Sent: Tuesday, January 13, 2026 7:49 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong,

Please proceed to close the case.

Thank you.

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*

**For all LOD, please email to claimsdept@sg.cntaiping.com*

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 5 January 2026 4:26 pm
To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>
Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

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Dear Jacqueline,

We refer to the above matter.

Please be informed that there has been no response or follow-up action from the third party to date. Please see the attached document for reference.

In view of non-development from the third-party, kindly advise if we may proceed to close WP.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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: Hsiao Tong (LKKAuto)

Sent: Wednesday, July 9, 2025 11:32 AM

To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>

Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

Dear Jacqueline,

We have spoken to Mr You and he confirmed that third party front left rim & side mirror collided with insured's lorry front left door. The damages are consistent to the nature of accident. He noted. We have also advised insured that this case has not been settled as we are still pending third party response/documents.

For third party, we have proposed 50/50 liability on 16/01/2025 and pending third party response.

Thank you.

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: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>

Sent: Wednesday, July 9, 2025 10:05 AM

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

Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong,

Any update for this case?

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*

**For all LOD, please email to claimsdept@sg.cntaiping.com*

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From: Jacqueline Tan (CTPIS)

Sent: Tuesday, 3 June 2025 2:29 pm

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

Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

Hi Hsiao Tong,

We have received feedback from our agent indicating that the Insured has informed them that only the side mirror of the third-party vehicle was damaged.

Kindly assist to contact the Insured to clarify the circumstances of the incident and explain the cost of repair. In the meantime, please obtain any supporting evidence to substantiate their statement, if available.

Thank you for your assistance.

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*

**For all LOD, please email to claimsdept@sg.cntaiping.com*

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From: Jacqueline Tan (CTPIS)

Sent: Wednesday, 8 January 2025 9:53 am

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

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

Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

Hi Mei Kwan,

Enclosed please find SAS report for your further action.

**** 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

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

Sent: Tuesday, 7 January 2025 7:00 pm

To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

[Internal]

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[Internal]

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: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>

Sent: Tuesday, 31 December 2024 11:36 AM

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

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

Subject: RE: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - TPP DIRECT SETTLEMENT

[Internal]

Hi LKK,

Insured non-reporting.

Please find the ANR letter to OI attached.

Kindly follow up and inform us once the Insured has reported.

Thank you for your assistance.

Regards,

Jacqueline Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Monday, 30 December 2024 11:52 am

To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: CTI REF: SNM24D207294/GBC3465H/C02/TANCHC - LKK REF: CD/CTI24120432/Kpa3, SMT2810G | DOA: 29.11.2024 - 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Monday, 30 December 2024 11:06 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

Subject: Direct Settlement - Accident Involving GBC3465H (OI : CTI - TBA) and SMT2810G (TP : LKK REF - CD/CTI24120432/Kpa3) on 29.11.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SMT 2810G 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.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

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)

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