

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, April 30, 2025 1:55 PM
To: Ee Ying Yi (Michelle)
Cc: Admin A; CS A Team; Ling Ting An; Jonathan Ng; Loong Ghien Yee; Joseph Low; Mohamed Nashik; Foo Song Jun
Subject: Re: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly advise if your client is still pursuing third party claim against our insured / M/s CHINA TAIPING INSURANCE (S) PTE LTD. If so, **kindly finalise repair cost with our surveyor and submit LOD.**

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

Sent: Thursday, 16 January 2025 1:25 pm

To: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: Re: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We propose 50/50 due to conflicting version.

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: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Sent: Thursday, 16 January 2025 12:14 pm

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Hsiao Tong,

Any update from your insured?

Hope can receive outcome of the liability soonest.

Michelle Ee (Ms.)

Motor Claims Executive

Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

Tel: (+65) 6472 1313

Tel: (+65) 6481 1522

Tel: (+65) 6452 6868

www.ow.sg | www.facebook.com/OptimaWerkz

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From: Ee Ying Yi (Michelle)

Sent: Tuesday, 14 January 2025 4:26 pm

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Hsiao Tong,

As spoken, our client no scene photo and no video footage.

Kindly advise liability after you check with your insured.

Michelle Ee (Ms.)

Motor Claims Executive

Office : (+65) 6481 1522

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

Sent: Tuesday, 14 January 2025 9:01 am

To: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: Re: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Without Prejudice

Dear Sirs/Mdm,

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

Please provide evidences to support your client's claim. 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: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Sent: Tuesday, 14 January 2025 8:48 am

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Motor Claims Department,

Has your insured reported?

Would like to check on the liability for this case?

Michelle Ee (Ms.)
Motor Claims Executive
Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625
Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733
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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Ee Ying Yi (Michelle)
Sent: Thursday, 9 January 2025 9:23 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Motor Claims Department,

Has your insured reported?
Would like to check on the liability for this case?

Michelle Ee (Ms.)
Motor Claims Executive
Office : (+65) 6481 1522

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From: Ee Ying Yi (Michelle)
Sent: Monday, 6 January 2025 11:59 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Hsiao Tong,

My client No in car camera and all the scene photo he already upload at GIA report.

Michelle Ee (Ms.)

Motor Claims Executive
Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625
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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

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

Sent: Monday, 6 January 2025 11:32 am

To: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

WITHOUT PREJUDICE

Dear Sirs/mdm,

Please be informed that insured non-reporting.
[Please provide evidence for our necessary action.](#)

Alternatively, **you may advise your client to claim OD first**, 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: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Sent: Monday, 6 January 2025 9:14 AM

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Motor Claims Department,

Has your insured reported?

Would like to check on the liability for this case?

Michelle Ee (Ms.)

Motor Claims Executive

Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

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

Sent: Thursday, 2 January 2025 10:23 am

To: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

WITHOUT PREJUDICE

Dear Sirs/mdm,

Please be informed that insured non-reporting.

We will follow up.

Alternatively, you may advise your client to claim OD first, Thank you.

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

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: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Sent: Thursday, 2 January 2025 9:58 AM

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Hsiao Tong,

Your insured already lodge the accident report?

If yes, kindly advise liability for this case.

Michelle Ee (Ms.)

Motor Claims Executive

Office : (+65) 6481 1522

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

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

Sent: Tuesday, 31 December 2024 10:49 am

To: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>

Cc: Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>;

Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>;

Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

LKK REF: **CD/CTI24120432/Kpa3**

WITHOUT PREJUDICE

Dear Sirs/mdm,

We are pending for a copy of insured GIA report from our principal.

We will follow up and get back to you.

Alternatively, you may advise your client to claim OD first, Thank you.

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

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: Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>
Sent: Tuesday, 31 December 2024 9:41 AM
To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Cc: Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: RE: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Motor Claims Department,

Has your insured reported?
Kindly advise who is the officer in charge for this case.
Would like to check on the liability for this case?

Michelle Ee (Ms.)
Motor Claims Executive
Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625 **Tel:** (+65) 6255 1339
Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733 **Tel:** (+65) 6472 1313
Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047 **Tel:** (+65) 6481 1522
Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625 **Tel:** (+65) 6452 6868

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From: Ee Ying Yi (Michelle)
Sent: Saturday, 28 December 2024 9:30 am
To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Cc: Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: (CHECK LIABILITY) SMT2810G CLAIMING AGAINST GBC3465H (CHINA TAIPING), DOA: 29/11/2024

Dear Motor Claims Department,

Enclosed GIA, marked estimate & scene photos already upload at GIA report for your perusal.
Has your insured reported?
Kindly advise who is the officer in charge for this case.
Would like to check on the liability for this case?

Michelle Ee (Ms.)
Motor Claims Executive
Office : (+65) 6481 1522

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