

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

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 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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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

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

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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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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

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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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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
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

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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
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
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Tel: (+65) 6481 1522
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

OPTIMA//ERKZ™ PTE. LTD.

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

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 9 January 2025 8:10 AM
To: YONGXIN9111@GMAIL.COM
Subject: CLAIM NOTIFICATION - ACCIDENT INVOLVING GBC3465H(CHINA TAIPING) & SMT2810G ALONG/AT BALESTIER ROAD ON 29/11/2024

YONG XIN RENOVATION
DRIVER: YOU ENGUI

[Email only]

Dear Sirs,

OUR REF : CD/CTI24120432/Kpa3
YOUR REF : GBC3465H
ACCIDENT INVOLVING GBC3465H(CHINA TAIPING) & SMT2810G ALONG/AT BALESTIER ROAD ON 29/11/2024

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMT2810G against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have any further evidence which can assist us to build a defence towards your case, please let us have them in writing within the next 14 days. After which, we would proceed to deal with the claim(s) (if any) at best submitted to us under the policy terms and conditions without further notice.

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)