

## Shiau Chan (LKKAuto)

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**From:** Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>  
**Sent:** Thursday, 22 August 2024 5:30 PM  
**To:** Shiau Chan (LKKAuto); SUR  
**Cc:** Eddie Sim (CTPIS)  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

[Confidential]

Dear Sirs/Madam

We have repudiated the claim due to policy terms & conditions.

Please redirect the claims to insured/insured driver's handling.

Regards,

**Jenny Lew**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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**From:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Sent:** Monday, August 12, 2024 3:04 PM  
**To:** Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; SUR <sur@lkkauto.com>  
**Cc:** Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

[Confidential]

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[Confidential]

Dear Jenny,

Any status of authorisation?

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Friday, July 26, 2024 5:28 PM

**To:** Jenny Lew (CTPIS) <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Eddie Sim (CTPIS) <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>

**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

Dear Jenny,

Noted with thanks.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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---

**From:** Jenny Lew (CTPIS) <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Sent:** Friday, July 26, 2024 5:07 PM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Eddie Sim (CTPIS) <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>

**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

[Confidential]

Hi Shiau Chan

Case is under investigation, pls on hold the authorisation.

Regards,

**Jenny Lew**

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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**From:** Shiao Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, July 26, 2024 5:04 PM  
**To:** Jenny Lew (CTPIS) <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Eddie Sim (CTPIS) <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

[Confidential]

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Dear Jenny,

Any status of authorisation?

Best Regards,

**Shiao Chan (Ms)** | Senior Case Handler  
Own Damage & Third Party Property Damage  
**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Shiao Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, July 19, 2024 2:22 PM  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

Dear Jenny,

Noted with thanks.

Best Regards,

**Shiao Chan (Ms)** | Senior Case Handler  
Own Damage & Third Party Property Damage  
**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Sent:** Friday, July 19, 2024 1:44 PM  
**To:** Shiao Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Cc: Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>

Subject: RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

[Confidential]

Hi Shiau Chan

Case is under investigation, pls on hold the authorisation.

Regards,

**Jenny Lew**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
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---

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, July 19, 2024 11:28 AM  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

[Confidential]

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[Confidential]

Dear Jenny,

Enclosed herewith preliminary advice of SCZ 37Y.

Repairer asking repair cost at Lump Sum \$30,000.00. They expect there are a lots of hidden damage parts, example, gear box mounting, axle shaft coupling, remove engine etc.

We have not authorise repair.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler  
Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>

**Sent:** Wednesday, July 17, 2024 4:22 PM

**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>

**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

Dear Jenny,

Thank you for the assignment.

Please be informed that **Ms. Shiau Chan** is the handler of this case who can be contacted at 6256 3561/

[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

---

**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Sent:** Wednesday, July 17, 2024 3:34 PM

**To:** Mr Tan (Ding Auto - Carros Branch) <[consultant@dingauto.sg](mailto:consultant@dingauto.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Jun Kai (Ding Auto - Carros Branch) <[carros.workshop@dingauto.sg](mailto:carros.workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>

**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

**Importance:** High

[Confidential]

Hi Sirs/Madam,

Pls advise is there any police report filed by the driver as this involve the government property.

We will be assigning LKK to survey the vehicle.

Excess: S\$500 + UNNAMED \$500 = \$1000

Hi LKK,

Please assist with the OD survey, estimate in ezclaim.

Please revert before any authorisation.

Regards,

**Jenny Lew**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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---

**From:** Jenny Lew  
**Sent:** Tuesday, July 16, 2024 6:05 PM  
**To:** Mr Tan (Ding Auto - Carros Branch) <[consultant@dingauto.sg](mailto:consultant@dingauto.sg)>; Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>  
**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Jun Kai (Ding Auto - Carros Branch) <[carros.workshop@dingauto.sg](mailto:carros.workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

Hi Sirs/Madam

Pls advise is there any police report filed by the driver as this involve the government property.

We will be assigning Eddie to survey the vehicle.  
Excess: S\$500 + UNNAMED \$500 = \$1000

Hi Eddie,

Please assist with the OD survey, estimate in ezclaim.  
Please revert before any authorisation.

Regards,

**Jenny Lew**  
Claims Department

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---

**From:** Jenny Lew  
**Sent:** Tuesday, July 16, 2024 5:57 PM  
**To:** Mr Tan (Ding Auto - Carros Branch) <[consultant@dingauto.sg](mailto:consultant@dingauto.sg)>  
**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Jun Kai (Ding Auto - Carros Branch) <[carros.workshop@dingauto.sg](mailto:carros.workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>  
**Subject:** RE: OD CLAIM: SCZ37Y / DOA 10-07-2024 - SNM24D204029

Hi Sirs/Madam

Pls advise is there any police report filed by the driver as this involve the government property.

Regards,

**Jenny Lew**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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---

**From:** Mr Tan (Ding Auto - Carros Branch) <[consultant@dingauto.sg](mailto:consultant@dingauto.sg)>  
**Sent:** Tuesday, July 16, 2024 9:44 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Jun Kai (Ding Auto - Carros Branch) <[carros.workshop@dingauto.sg](mailto:carros.workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>  
**Subject:** OD CLAIM: SCZ37Y / DOA 10-07-2024

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Dear CTI Motor Claim Officers,

Good day to you.

Kindly refer to the attached GIA report, Audatex Repair Estimate & Accident Photos for your review and approval.

Hope to hear from you soon, thank you.

Best Regards,



**Mr Tan Joke Sair**  
Claims Department (Carros Branch)

**Mobile** +65 9794 8118 **Office** +65 6993 7808

**Web** [www.dingauto.sg](http://www.dingauto.sg) **Email** [consultant@dingauto.sg](mailto:consultant@dingauto.sg)

**HQ** 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

**Branch** Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869