

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Friday, 17 April, 2020 11:03 AM  
**To:** Pauline Tham; Claims Dept of CTI  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** <SMRT PAYMENT> RE: Direct Settlement - Accident Involving GBB9650E (OI : CTI - TBA) and SHD6462U (TP : LKK REF - CC3/CTI19017273/Eha3) on 27/09/2019  
**Attachments:** Wrong mode of payment Re: Accident on 27/9/2019 involving SHD 6462U & GBB 9650E (China Taiping's insured) Our Ref: TAX/09/19/2108/lg - LKK REF CC3/CTI19017273/Eha3

Dear All,

Please be informed that TP repairer received the cheque payment.

However, TP repairer requested that for future payment, if TP vehicle is a taxi, the payment should be made to SMRT TAXIS PTE LTD on the cheque (please refer to the attached email).

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Wednesday, 8 April, 2020 1:28 PM  
**To:** Pauline Tham; Claims Dept of CTI  
**Cc:** CS A Team; Admin A; Vic (LKKAUTO)  
**Subject:** RE: Direct Settlement - Accident Involving GBB9650E (OI : CTI - TBA) and SHD6462U (TP : LKK REF - CC3/CTI19017273/Eha3) on 27/09/2019

Hi Pauline,

We refer to our our tele-conversation a while ago.

Please send the cheque to :  
Claims Dept

**SMRT AUTOMOTIVE SERVICES PTE LTD**

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705.

**"Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted."**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]

**Sent:** Wednesday, 8 April 2020 12:44 PM

**To:** Mei Kwan (LKKAuto); Claims Dept of CTI

**Cc:** CS A Team; Admin A; Vic (LKKAuto)

**Subject:** RE: Direct Settlement - Accident Involving GBB9650E (OI : CTI - TBA) and SHD6462U (TP : LKK REF - CC3/CTI19017273/Eha3) on 27/09/2019

Hi Mei Kwan

Can let us have the address for the claimant?

**NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted

Thanks.

**Pauline Tham**

Senior Executive

Claims Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, October 3, 2019 11:24 AM

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

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving GBB9650E (OI : CTI - TBA) and SHD6462U (TP : LKK REF - CC3/CTI19017273/Eha3) on 27/09/2019

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 6462U at M/s SMRT Automotive Services 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 Vic and he can be contacted at DID: 6841 2096.

***To check availability of the case handler , you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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