

Jaslin Kok (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 30 April 2021 4:33 PM
To: Jaslin Kok (LKK Auto); Admin A
Cc: Tan Kian Wei Billy; Claims Dept of CTI; Alfred Toh; Chee So Chow
Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069/C02/GBE5244E/TANGHL/CHUAKK/TANKW) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020
Attachments: EMAIL FROM TP REPAIRER DD 15.03.2021.pdf

LKK REF - CC6/CTI20000323/da3

CTI REF: SNM20D200069/C02/GBE5244E/TANGHL/CHUAKK/TANKW

Dear Jaslin

We refer to your emails pertaining to the above matter.

As the third party owner has failed and/or refused and/or has time to provide her vehicle for survey, you may proceed to close the claim file at your end.

p.s. please note Ben Tang and Lionel Chua are no longer in service with CTI.

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. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: 65 6389 6183

Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, April 30, 2021 2:32 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

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Dear Alfred

We refer to our email on 16/03/2021.

Kindly let us have your approval to close file.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Tuesday, 16 March 2021 11:16 AM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Alfred

Third Party did not arrange to survey vehicle till date.

Attached TP's workshop email for your reference.

Kindly let us have your approval to close file.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]

Sent: Tuesday, 26 May 2020 10:37 AM

To: Jia Le (LKK Auto); Admin A

Cc: Ben Tang; Claims Dept of CTI; Alfred Toh; Hsiao Tong (LKKAuto); Chee So Chow; Ivy Lim; Xiao Si

Subject: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

LKK REF - CC6/CTI20000323/da3

CTPIS REF - SNM20D200069C02/4(bt) - GBE5244E

Dear Jia Le

We refer to the above matter.

Attach herewith Insured's SAS report for your attention and necessary action.

Aside to Ben, please assist to keep track on the matter.

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Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
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From: Xiao Si <xiaosi.tan@ssgroup.sg>

Sent: Monday, May 25, 2020 7:07 PM

To: Ivy Lim <ivy.lim@ssgroup.sg>

Cc: Ben Tang <Ben.Tang@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Chai Chui Ai <chuiai.chai@sg.cntaiping.com>; Ryan Poh <ryan.pohl@ssgroup.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Ivy,

Pls assist.

"Kindly be informed that due to COVID-19, we are on a split-team work arrangement. Therefore if you cannot reach me on the phone kindly send me an email as I will reply to you as soon as possible. Sorry for the inconvenience caused and thank you for your understanding. Stay safe!"

Best Regards,

Xiaosi

Insurance Executive

Inxpress Insurance Agency Pte Ltd

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W: www.inxpress.com.sg

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

Sent: Monday, 25 May, 2020 3:03 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Ivy Lim <ivy.lim@ssgroup.sg>; Xiao Si <xiaosi.tan@ssgroup.sg>

Cc: Ben Tang <Ben.Tang@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Chai Chui Ai <chuiai.chai@sg.cntaiping.com>; Ryan Poh <ryan.poh@ssgroup.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Sirs / 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.

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 | fax: 67414108

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

From: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]

Sent: Wednesday, 19 February 2020 10:51 AM

To: ivy.lim@ssgroup.sg; xiaosi.tan@ssgroup.sg; Jia Le (LKK Auto); Admin A

Cc: Ben Tang; Alfred Toh; Chee So Chow; Chai Chui Ai; ryan.poh@ssgroup.sg; Hsiao Tong (LKKAuto)

Subject: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

LKK REF - CC6/CTI20000323/da3

CTPIS REF – SNM20D200069C02/4(bt) – GBE5244E accident NOT reported

M/s Inxpress Agency Pte Ltd

Dear Ivy/Xiaosi

We have received incoming claim from third party through M/s LKK Auto Consultants Pte Ltd for accident along Orchard Road on 5 January 2020.

Please assist to notify mutual client, **M/s MMB Asa Pte Ltd to file SAS report IMMEDIATELY** at China TaiPing Insurance's authorized workshop to enable us to handle the claim on their behalf instead of repudiate claim and re-direct claim to them for their own disposal.

Meanwhile, **please assist to check whether you have email address of Insured for our communication with them.**

Aside to M/s LKK Auto Consultants Pte Ltd., please let us have a copy of the Preliminary Advice.

Aside to Ben, please assist to keep track on the matter.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: 65 6389 6183
Email: claimsdept@sg.cntaiping.com
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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, January 6, 2020 6:43 PM

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

Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBE5244E (OI : CTI - TBA) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s Modern Automotive Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP video footage

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 Jia Le and she can be contacted at DID: 6749 5792.

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 | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)