

Jasper Chua (LKK Auto)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 11 August 2020 9:35 AM
To: Jasper Chua (LKK Auto)
Cc: Admin A; Mei Kwan (LKKAuto)
Subject: RE: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Importance: High

Dear Jasper

We need to survey report by today.

Please let us have the copy.

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 or fax at [6224 7175](tel:62247175). 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Wednesday, August 5, 2020 3:33 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Dear Pauline,

Noted.

We will submit survey report asap.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Wednesday, 5 August, 2020 1:44 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Importance: High

Hi Mei Kwan

Please let us have the survey report asap.

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Thanks.

Pauline Tham

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

Sent: Friday, June 26, 2020 2:58 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Dear Pauline,

We refer to the above matter.

As spoken, wrong info and documentation were provided previously.

Please refer to the scene photo, video footage and survey photos enclosed.

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)

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Wednesday, 24 June, 2020 9:57 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Hi Mei Kwan/Jasper,

Thanks for your prompt reply.

This case would be helpful if third party had capture our insured vehicle at the time of accident.

OI report attached for your view.

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Thanks.

Pauline Tham

Senior Executive

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

Sent: Tuesday, June 23, 2020 10:36 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Dear Pauline,

TP repairer informed that no video and no scene photo taken for this case.

Enclosed for your perusal is:

- Photographs of TP vehicle in its damaged condition

Please advise next course of action.

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)

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Tuesday, 23 June, 2020 9:09 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: non-reply - RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF -CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Dear Mei Kwan

We still did not receive the reply from Jasper.

Would you be able to help instead?

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Thanks.

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From: Pauline Tham
Sent: Thursday, June 11, 2020 4:13 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>;
assignments@lkkauto.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF - CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Dear Jasper

Any reply?

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Thanks.

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From: Pauline Tham
Sent: Wednesday, June 10, 2020 9:13 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF - CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398/c02

Dear Jasper

Please reply soon.

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, May 26, 2020 3:36 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF - CC3/CTI20001042/Fba3) on 15/01/2020 , Oref : SNM20D200398

Dear Sirs / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jasper,

Kindly assist.

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.

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)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Tuesday, 26 May, 2020 12:52 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF - CC3/CTI20001042/Fha3) on 15/01/2020 , Oref : SNM20D200398

Dear Mei Kwan

As insured is not able to give us the actual accident statement for the accident.

Please request for video footage or scene photographs for review.

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Thanks.

Pauline Tham

Senior Executive

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From: Pauline Tham

Sent: Tuesday, May 26, 2020 12:43 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF - CC3/CTI20001042/Fha3) on 15/01/2020 , Oref : SNM20D200398

Hi Mei Kwan

Attached OI report for follow up.

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Thanks.

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

Sent: Saturday, January 18, 2020 8:39 PM

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

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBD3069M (OI : CTI - TBA) AND SHD1682J (TP : LKK REF - CC3/CTI20001042/Fha3) on 15/01/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 1682J at M/s Premier 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.

Please take note that the case handler in-charge 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 | fax: 67414108

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