

## Mei Kwan (LKKAUTO)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Monday, 21 September, 2020 12:19 PM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** Asher Sng (LKKAUTO); Admin A; Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020  
**Attachments:** bill - 2020-09-21T121900.997.pdf  
**Categories:** HMK

Dear Mei Kwan,

As requested, we attached the insured report for your reference.

Thank you.

**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](tel:62247175). Any inconvenience caused is much regretted.

Regards,

**Jenny Lew**

Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6116 | F: (65) 6225 5879

**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:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Sent:** Monday, September 21, 2020 9:36 AM  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Jenny,

Please assist.

**NOTICE :**

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Thank you

**Lim Shu Min**

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

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

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

**Sent:** Monday, September 21, 2020 9:22 AM

**To:** Elizabeth Chew <[elizabeth.chew@sg.cntaiping.com](mailto:elizabeth.chew@sg.cntaiping.com)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Elizabeth,

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

**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)

**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**

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

**Sent:** Tuesday, 26 May, 2020 3:53 PM

**To:** Elizabeth Chew <[elizabeth.chew@sg.cntaiping.com](mailto:elizabeth.chew@sg.cntaiping.com)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

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.

*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:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Sent:** Wednesday, 15 April, 2020 7:54 AM

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

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Elizabeth Chew <[elizabeth.chew@sg.cntaiping.com](mailto:elizabeth.chew@sg.cntaiping.com)>

**Subject:** Re: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Mei Kwan,

Insured not reported we will send ANR letter.

Meanwhile Elizabeth Chew our new colleague will be assisting on matter.

Dear Elizabeth,

appreciate can assist to send ANR letter out (can just go i-gen and print out ANR letter 1st one send to agent or Insured via email is ok).

Thank you.

## **NOTICE :**

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## Chong Boon Sen

Claims Executive

Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG 3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

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

**Sent:** Tuesday, April 14, 2020 10:26 AM

**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Sirs/ Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAUTO)

**Sent:** Sunday, 12 April 2020 6:05 PM

**To:** Chong Boon Sen

**Cc:** Claims Dept of CTI; Asher Sng (LKKAuto); Admin A

**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Sirs/ Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Monday, 2 March 2020 12:13 PM

**To:** Chong Boon Sen

**Cc:** Claims Dept of CTI; Asher Sng (LKKAuto); Admin A

**Subject:** RE: OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Sirs/ Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

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)

---

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

**Sent:** Sunday, 23 February, 2020 9:54 PM

**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** OUR REF: SNM20D200936/YP7347Z /CBS - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Boon Sen,

Please revert LKK.

Note : officer in charge – Boon Sen 63896171.

\*\*\* Kindly quote our reference number when replying.

Thank you,  
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896116 | F: (65) 62247175

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Sunday, February 23, 2020 6:41 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving YP7347Z (OI : CTI - TBA) and SMR3794ZL (TP : LKK REF - CC6/CTI20002883/Kea3) on 15/02/2020

Dear Sirs/ Madam,

We refer to the above matter.

We have inspected TP vehicle SMR 3794Z at M/s City Auto Pte Ltd - Sin Ming 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 Asher and she can be contacted at DID: 6841 6051.

***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

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