

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 15 December 2021 1:32 PM
To: Adeline Chng
Cc: Admin A; claimsdept@sg.cntaiping.com
Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020
Attachments: Email from TP dd 151221.pdf

Dear Adeline,

We refer to the above matter.

We attached here with a copy of email from third party which is self-explanatory.

Third party would like to check if China Taiping will consider to handle the matter for insured GBH5693B or maintain repudiation.

Kindly advise in order for us to get back to third party. Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, October 13, 2020 5:08 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear Adeline,

Thank you for your email.

Hi Jasper,

Please close file.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Tuesday, 13 October, 2020 3:33 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear Mei Kwan

Please be informed that we have repudiated this case due to non reporting.

Kindly proceed to repudiate this claim and get third party re-direct the claim to insured.

Also, please submit your bill to us.

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.

Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Adeline Chng

Sent: Monday, 21 September 2020 11:24 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear LKK

Regret to advice that our insured has yet to file accident report.

Will update you again.

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Thank you.

Adeline Chng

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

Sent: Monday, 21 September 2020 9:17 AM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear Adeline,

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 | 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: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Tuesday, 26 May, 2020 2:49 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Deat Mei Kwan

We regret to advice that our insured has yet to file accident report.

Also, we have sent reminder to our insured already.

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Thank you.

Adeline Chng

Executive
Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 26 May 2020 11:20 AM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

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 | fax: 67414108

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

From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Tuesday, 5 May, 2020 12:25 PM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear LKK

Our insured has yet to file report. Will proceed to send traffic police letter.

NOTICE :

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Thank you.

Adeline Chng

Executive

Claims Department

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

Sent: Tuesday, 5 May 2020 12:08 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

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 | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Friday, 20 March 2020 10:54 AM

To: Adeline Chng

Cc: Claims Dept of CTI; Vic (LKKAuto); Admin A

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please 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 | fax: 67414108

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

From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Friday, 6 March, 2020 3:18 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear LKK

Please be informed that our insured has yet to file accident report.

Thank you.

Adeline Chng

Executive

Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

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From: Claims Dept of CTI

Sent: Friday, 6 March 2020 2:30 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: OUR REF: SNM20D201163/GBH5693B /ADELINE - Accident Involving GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear Adeline,

Please revert LKK.

Note : officer in charge – Adeline 63896155.

*** 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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, March 6, 2020 9:34 AM
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 GBH5693B (OI : CTI - TBA) AND SLA2691U (TP : LKK REF - CC6/CTI20003557/Aha3) on 28/02/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLA 2691U at M/s Pro-jex V2d Motor Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 | fax: 67414108

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