

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 11 September 2020 9:11 AM
To: Pauline Tham
Cc: SUR; Bryan Ang (LKKAuto); Winnie Foo (LKKAuto)
Subject: RE: investigation - RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575
Attachments: CTI_LKKInvoice_AC2006207.pdf

Dear Pauline,

Enclosed herewith invoice of investigation report.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Naz (LKKAuto) <Naz@lkkauto.com>
Sent: Wednesday, 9 September 2020 2:47 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: Re: investigation - RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Ms Tham,

Attached herewith is the Height Measurement Report.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Naz (LKKAuto) <Naz@lkkauto.com>
Sent: Tuesday, 8 September 2020 12:19 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto)

<bryanang@lkkauto.com>

Subject: Re: investigation - RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Ms Tham,

I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Naz (LKKAuto) <Naz@lkkauto.com>

Sent: Friday, 14 August 2020 2:06 PM

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

Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Re: investigation - RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Ms Tham,

I have contacted the Insured and booked an appointment with him to inspect the Insured Vehicle on Monday, 17 August 2020 at 4pm. He will text me the address on Monday. I will update you accordingly.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

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

Sent: Friday, 14 August 2020 9:20 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>

Cc: Investigation <investigation@lkkauto.com>

Subject: investigation - RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Hi Naz

Are you able to contact insured.

He is chasing for the date that you will be going down.

Please give insured a call asap.

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:** 太平獅城 Taiping SG

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, August 13, 2020 5:11 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Naz (LKKAuto) <Naz@lkkauto.com>
Cc: Investigation <investigation@lkkauto.com>
Subject: FW: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Pauline,

Thank you for the email.

Dear Naz,

FYNA.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Thursday, 13 August 2020 5:04 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>;

Investigation <investigation@lkkauto.com>

Subject: RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Hi Shiau Chan

Insured photographs attached for your investigation purpose.

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Thanks.

Pauline Tham

Senior Executive
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From: Pauline Tham

Sent: Thursday, August 13, 2020 4:49 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Investigation <investigation@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Shiau Chan

Please inform your surveyor to contact insured soon.

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Thanks.

Pauline Tham
Senior Executive
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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, August 7, 2020 9:32 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Investigation <investigation@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Pauline,

Thank you for the email.

Dear Investigation,

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]
Sent: Friday, 7 August 2020 9:11 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Shiau Chan

Please arrange with insured to view his vehicle.

He is insistent that there is no damages as it is a gentle touch.

Oi report attached for you.

Please contact OID : TOH CHEE SENG – 91705489

Please let us know once arrangement is done.

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Thanks.

Pauline Tham

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, June 5, 2020 3:33 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: YREF : SKT5832Y - DOA 31/3/2020, OREF : SNM20D201575

Dear Pauline,

According to our surveyor, based on the OI report there was contact to TP vehicle, and the video provided by TP in Merimen that TP car was hit from the rear when stationary. As per attached shows the damages on the TP rear bumper during the inspection, it was recommended that the rear bumper is to be repair and the rear number plate to be replace due to the collision. And from the photos of insured vehicle in the GIA, shows damages observed to the front bumper at the area above the number plate.

Kindly assist to amend the vehicle number to SKT 5832Y instead of SKT 5832 in Merimen System.

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Shiau Chan (LKKAuto)
Sent: Friday, 5 June 2020 9:06 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: YREF : SKT5832 - DOA 31/3/2020, OREF : SNM20D201575

Dear Pauline,

Thank you for the email.

We will check with our surveyor of below matter.

Dear Taufikh,

For your 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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]
Sent: Thursday, 4 June 2020 7:02 PM
To: SUR <sur@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: YREF : SKT5832 - DOA 31/3/2020, OREF : SNM20D201575

Hi LKK

Insured dispute no damages.

Please check if the damages is consistence with the accident.

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Thanks.

Pauline Tham
Senior Executive

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From: Pauline Tham

Sent: Wednesday, May 6, 2020 6:14 PM

To: 'SUR' <sur@lkkauto.com>

Cc: assignments@lkkauto.com; 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: YREF : SKT5832 - DOA 31/3/2020, OREF : SNM20D201575

Dear LKK

Is the survey report and photographs ready?

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Thanks.

Pauline Tham

Senior Executive

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