

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 25 June 2020 9:16 AM
To: 'Cecilia Low'
Cc: Admin A
Subject: RE: O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020
Attachments: SHC8616K vs SFT2320L_TP VIDEO.mp4

Hi Cecilia,

Attached is a copy of video footage from third party.

Liability is not in our insured favour as it is a head-to-rear collision.

We will proceed to negotiate and settle the matter with third party repairer.

Thanks.

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.

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: Cecilia Low <cecilia.low@sg.cntaiping.com>
Sent: Sunday, 17 May 2020 6:47 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Su Li (LKK Auto) <suli@lkkauto.com>
Subject: RE: O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi Hsiao Tong

Please refer to attached SAS.

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 correspondences should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Cecilia Low (Ms)

Senior Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

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

From: Claims Dept of CTI

Sent: Friday, 8 May 2020 5:57 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: O/R : SNM20D201728/ SFT2320L/CECILIA - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Cecilia,

Please revert LKK

Note : officer in charge – Cecilia 63896530.

*** Kindly quote our reference number when replying.

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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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, May 8, 2020 3:52 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Sir / Madam,

Thank you for your email.

Please refer to the amended TP GIA Report.

Meanwhile, kindly provide us a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

Sent: Tuesday, 5 May 2020 1:40 PM

To: Su Li (LKK Auto)

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi,

Date of accident should be 06.04.20?

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Thank you
Claims Department

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, May 5, 2020 1:25 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Sir / Madam,

Thank you for your email.

Please be informed that the date of accident confirm is on 07/04/2020.

Meanwhile, kindly provide us a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

**** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

Sent: Tuesday, 14 April 2020 5:21 PM

To: Su Li (LKK Auto)

Subject: FW: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Hi,

The date of accident is 6.4.20, please confirm.

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Thank you
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3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, April 14, 2020 4:46 PM

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

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SFT 2320L (OI : CTI - TBA) and SHC 8616K (TP : LKK REF - CC3/CTI20005109/Fps3) on 07/04/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 8616K at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge Hsiao Tong and she can be contacted at DID: 6742 3197

To check availability of the case handler, you may contact the undersigned.

**** 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,

Su Li | Admin Support

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