

Mei Kwan (LKKAuto)

From: Cecilia Low <cecilia.low@sg.cntaiping.com>
Sent: Thursday, 1 October, 2020 2:37 PM
To: Mei Kwan (LKKAuto)
Cc: Khanchna (LKK Auto); Admin A; Claims Dept of CTI
Subject: RE: OUR REF: SNM20D203512/C02. YOUR REF: SMU3219C (TP : LKK REF - CC6/CTI20010233/ka3) - DIRECT SETTLEMENT
Attachments: SAS - SJU8009U.PDF
Categories: HMK

[Strictly Confidential]

Hi Mei Kwan

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:** 太平狮城 Taiping SG

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 1 October 2020 1:57 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D203512/C02. YOUR REF: SMU3219C (TP : LKK REF - CC6/CTI20010233/ka3) - DIRECT SETTLEMENT

Dear Cecilia,

TP repairer informed that no evidence i.e. video footage / scene photo / PIR for this case.

Kindly let us have a copy of 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 | 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 28 September, 2020 2:53 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: SNM20D203512/C02. YOUR REF: SMU3219C (TP : LKK REF - CC6/CTI20010233/ka3) - DIRECT SETTLEMENT

Dear Cecilia,

TP repairer informed that no evidence i.e. video footage / scene photo / PIR for this case.

Kindly let us have a copy of 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 | fax: 67414108

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

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From: Cecilia Low <cecilia.low@sg.cntaiping.com>

Sent: Thursday, 24 September, 2020 4:19 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>;

Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: SNM20D203512/C02. YOUR REF: SMU3219C (TP : LKK REF - CC6/CTI20010233/ka3) - DIRECT SETTLEMENT

Dear Mei Kwan

Please be informed that we are not agreeable to direct settlement.

In order for us to review the matter, we appreciate if you could let us have the video footage and/or Police investigation result.

Thank you.

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Cecilia Low (Ms)
Senior Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
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W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 24 September 2020 3:33 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Meikwan@lkkauto.com; khanchna@lkkauto.com; Admin A <admin-a@lkkauto.com>
Subject: OUR REF: SNM20D203512/C02/SJU8009U/LOWCT & YOUR REF: SMU3219C (TP : LKK REF - CC6/CTI20010233/ka3) - DIRECT SETTLEMENT

Dear Cecilia,

Please assist on LKK Auto on D/S

Note: officer in charge –Cecilia Low – 6389 6530.

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

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Thank you & Best regards.

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | M: (65) 62247175 | F: (65) 6222 1033

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, September 23, 2020 5:57 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJU8009U (OI : CTI - TBA) and SMU3219C (TP : LKK REF - CC6/CTI20010233/ka3) on 22/09/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s Cas Garage Pte Ltd - Kaki Bukit 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 get back to you on preliminary advice in due course.

Meanwhile, kindly let us have your claim ref and a copy of insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Khanchna.

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)

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