

Mei Kwan (LKKAuto)

From: Cecilia Low <cecilia.low@sg.cntaiping.com>
Sent: Tuesday, 20 April, 2021 2:02 PM
To: Mei Kwan (LKKAuto)
Cc: Admin A; Jaslin Kok (LKK Auto)
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020
Attachments: MGE120089044_12-10-2020_153328.pdf
Categories: HMK

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)
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: Tuesday, 20 April 2021 11:51 AM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dra3) on 11/10/2020

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Cecilia,

Thank you for your email.

Kindly provide us a copy of your insured's GIA report. We will proceed to send letter to OI.

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) <Meikwan@lkkauto.com>

Sent: Tuesday, 8 December, 2020 6:34 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dka3) on 11/10/2020

Dear Cecilia,

Thank you for your email.

Kindly provide us a copy of your insured's GIA report. We will proceed to send letter to OI.

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

Sent: Tuesday, 8 December, 2020 5:01 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831/C02) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dka3) on 11/10/2020

[Strictly Confidential]

Hi Mei Kwan

We are agreeable to negotiate on direct settlement basis.

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

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

Sent: Monday, 7 December 2020 9:39 AM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/Dka3) on 11/10/2020

Dear Cecilia,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly provide us 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 | 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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 16 November, 2020 11:30 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 3 November 2020 10:32 AM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

We refer to the above matter.

We have submitted TP video footage on 20th October.

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, 30 October 2020 5:14 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

Video was sent on 20th October.

Meanwhile, 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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

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

Sent: Friday, 30 October 2020 5:08 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

[Strictly Confidential]

Dear Jaslin

We are not agreeable to direct settlement.

Please let us have the video footage for our review.

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

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, 30 October 2020 2:57 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, 23 October 2020 11:45 AM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 20 October 2020 1:51 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

Kindly refer to the video attached.

Thank you.

****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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Tuesday, 20 October 2020 1:48 PM

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

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

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - SNM20D203831) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Cecilia

Enclosed TP ACCIDENT VIDEO for your perusal.

Kindly provide us 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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

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

Sent: Wednesday, 14 October 2020 4:02 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: SNM20D203831/C02. FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - TBA) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

[Strictly Confidential]

Hi Jaslin

Please let us have the video footage.

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

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

Sent: Tuesday, 13 October 2020 5:54 PM

To: jaslinkok@lkkauto.com; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: O/R: SNM20D203831/XD8780Z/LOWCT / FW: Direct Settlement - Accident Involving XD8780Z (OI : CTI - TBA) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear all,

Please note that officer in charge for this case is Cecilia Low.

Claim no. SNM20D203831/XD8780Z/LOWCT.

Dear Cecilia,

Pls revert LKK.

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

Chong Boon Sen

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:** 太平狮城 Taiping SG

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 13 October 2020 4:05 PM

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

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

Subject: Direct Settlement - Accident Involving XD8780Z (OI : CTI - TBA) AND SHA7859T (TP : LKK REF - CC6/CTI20011054/ka3) on 11/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s Bifrost Auto Pte Ltd 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 provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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