

RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

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

Tue 2/16/2021 2:09 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Dear Jenny,

Thank you for your email.

We will submit our survey report and invoice for this case.

Hi Jaslin,

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)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Thursday, 14 January, 2021 3:14 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

Hi Jaslin,

Insured yet to report accident.

We will repudiate the claim.

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

Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, January 14, 2021 2:17 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

Dear Jenny

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,

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: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 30 December 2020 3:09 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

Hi Mei Kwan,

Insured yet to report accident.

Thank you.

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Regards,

Jenny Lew

Executive

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Sent:** Wednesday, December 30, 2020 11:53 AM**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

Dear Jenny,

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.

"Best Wishes for Merry Christmas & Happy New Year 2021"

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: Jenny Lew <jenny.lew@sg.cntaiping.com>**Sent:** Friday, 4 December, 2020 11:19 AM**To:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

Hi Mei Kwan,

Insured yet to report accident.

Thank you.

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Regards,

Jenny Lew

Executive

Claims Department

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

Sent: Thursday, December 3, 2020 5:26 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - SNM20D204006) and SHB5918P (TP : LKK REF - CC3/CTI20011476/Qra3) on 20/10/2020

Dear Jenny,

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,

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: Jenny Lew [<mailto:jenny.lew@sg.cntaiping.com>]

Sent: Thursday, 5 November 2020 2:06 PM

To: Mei Kwan (LKKAuto)

Cc: Jia Le (LKK Auto); Admin A

Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - TBA) and SHB5918P (TP : LKK REF - CC3/CTI2001XXXX/Qda3) on 20/10/2020

Hi Mei Kwan,

Insured yet to report accident.

Thank you.

NOTICE :

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Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6116 | F: (65) 6225 5879

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

Sent: Thursday, November 5, 2020 11:54 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - TBA) and SHB5918P (TP : LKK REF - CC3/CTI2001XXXX/Qda3) on 20/10/2020

Dear Jenny,

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: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 26 October, 2020 8:56 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - TBA) and SHB5918P (TP : LKK REF - CC3/CTI2001XXXX/Qda3) on 20/10/2020

Hi Mei Kwan,

Insured yet to report accident.

Thank you.

NOTICE :

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Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6116 | F: (65) 6225 5879

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, October 23, 2020 5:26 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM20D204006/C02/SKU8308U/LEWLC / FW: Direct Settlement - Accident Involving SKU8308U (OI : CTI - TBA) and SHB5918P (TP : LKK REF - CC3/CTI2001XXXX/Qda3) on 20/10/2020

Dear all,

Please note that officer in charge for this case is Jenny Lew.

Claim no. SNM20D204006/C02/SKU8308U/LEWLC.

Dear Jenny,

Pls revert LKK.

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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:** 太平獅城 Taiping SG

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

Sent: Friday, 23 October 2020 2:14 PM

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

Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SKU8308U (OI : CTI - TBA) and SHB5918P (TP : LKK REF - CC3/CTI2001XXXX/Qda3) on 20/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 5918P at M/s SMRT Automotive Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

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

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

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)

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 18 February 2021 9:34 AM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: RE: URGENT / REMINDER Re: Accident on 20/10/2020 involving SHB 5918P & SKU 8308U (China Taiping's insured) (Our Ref: TAX/10/20/2038/lg) *** LKK REF: CC3/CTI20011476/Qra3

WITHOUT PREJUDICE

Dear Lee Gek

Kindly ignore previous email.

Please be inform that our principal repudiated the case.

Please direct the claim to our insured for handling.

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Thursday, 18 February 2021 9:23 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: URGENT / REMINDER Re: Accident on 20/10/2020 involving SHB 5918P & SKU 8308U (China Taiping's insured) (Our Ref: TAX/10/20/2038/lg) *** LKK REF: CC3/CTI20011476/Qra3

Dear Jaslin,

Please let us have the name of the OIC and his/her email address so that we can liaise directly with your principal. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Thursday, 18 February, 2021 9:18 AM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A

Subject: RE: URGENT / REMINDER Re: Accident on 20/10/2020 involving SHB 5918P & SKU 8308U (China Taiping's insured) (Our Ref: TAX/10/20/2038/lg) *** LKK REF: CC3/CTI20011476/Qra3

WITHOUT PREJUDICE

Dear Lee Gek

Please be informed that our principal will take over the case.

You may liaise with our principal for future correspondence.

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Monday, 15 February 2021 2:24 PM

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

Subject: URGENT / REMINDER Re: Accident on 20/10/2020 involving SHB 5918P & SKU 8308U (China Taiping's insured) (Our Ref: TAX/10/20/2038/lg) *** LKK REF: CC3/CTI20011476/Qra3

URGENT
REMINDER

Dear Jaslin,

Please let us have your offer by **22nd February 2021**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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

Sent: Wednesday, 30 December 2020 11:40 AM

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Jaslin Kok (LKK Auto)

Cc: Admin A

Subject: RE: LOD Re: Accident on 20/10/2020 involving SHB 5918P & SKU 8308U (China Taiping's insured) (Our Ref: TAX/10/20/2038/lg) *** LKK REF: CC3/CTI20011476/Qra3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jaslin,

Kindly assist.

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

"Best Wishes for Merry Christmas & Happy New Year 2021"

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: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Wednesday, 30 December, 2020 11:34 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 20/10/2020 involving SHB 5918P & SKU 8308U (China Taiping's insured) (Our Ref: TAX/10/20/2038/lg)

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,061.87
Loss of Rental	\$1,107.98 (9.5 days x \$116.63)
Loss of Income	\$570.00 (9.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$3,746.85

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

Our relief driver Mr Tay Kim Hong (NRIC No. Sxxxx138H) is injured and is claiming his injury and loss of income (based on his medical leave) through his own lawyer. We are claiming the loss of income based on downtime on behalf of our hirer Mr Tay Kim How (NRIC No. xxxx853F).

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

