

**RE: SNM20D204093/C02/SMQ5394L/TAYHP / FW: Direct Settlement - Accident Involving SMQ 5394L (OI : CTI - TBA) and SMP 7466E (TP : LKK REF - CC6/CTI20011738/Aks3) on 23/10/2020**

Irene Tay <irene.tay@sg.cntaiping.com>

Tue 2/16/2021 9:49 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

 1 attachments (664 KB)

SNM20D204093-C01+SAS REPORT SMQ5394L.pdf;

Dear Mdm,

Enclosed herewith our insured SAS REPORT.

Regards,

**Irene Tay**

Executive

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Khanchna (LKK Auto) <khanchna@lkkauto.com>

**Sent:** Monday, January 4, 2021 9:30 AM

**To:** Irene Tay <irene.tay@sg.cntaiping.com>

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

**Subject:** FW: SNM20D204093/C02/SMQ5394L/TAYHP / FW: Direct Settlement - Accident Involving SMQ 5394L (OI : CTI - TBA) and SMP 7466E (TP : LKK REF - CC6/CTI20011738/Aks3) on 23/10/2020

Dear Irene,

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.

Please be informed that my colleague Cecilia is the current PIC.

Thank you.

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

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** 23 November 2020 5:27 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

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

**Subject:** RE: SNM20D204093/C02/SMQ5394L/TAYHP / FW: Direct Settlement - Accident Involving SMQ 5394L (OI : CTI - TBA) and SMP 7466E (TP : LKK REF - CC6/CTI20011738/Aks3) on 23/10/2020

Dear Irene,

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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6841 1467 Email: [SuLi@lkkauto.com](mailto: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)

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

**Sent:** Thursday, 29 October 2020 4:24 PM

**To:** Admin A; Khanchna (LKK Auto); Su Li (LKK Auto); Irene Tay

**Cc:** Claims Dept of CTI

**Subject:** O/R: SNM20D204093/C02/SMQ5394L/TAYHP / FW: Direct Settlement - Accident Involving SMQ 5394L (OI : CTI - TBA) and SMP 7466E (TP : LKK REF - CC6/CTI20011738/Aks3) on 23/10/2020

Dear all,

Please note that officer in charge for this case is Irene Tay.

Claim no. SNM20D204093/C02/SMQ5394L/TAYHP.

Dear Irene,

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](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, 29 October 2020 4:00 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

**Subject:** Direct Settlement - Accident Involving SMQ 5394L (OI : CTI - TBA) and SMP 7466E (TP : LKK REF - CC6/CTI20011738/Aks3) on 23/10/2020

Dear Sir / Madam,

Resend with attached.

*\* 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: 6841 1467 Email: [SuLi@lkkauto.com](mailto: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)

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**From:** Su Li (LKK Auto)

**Sent:** Thursday, 29 October 2020 3:58 PM

**To:** Claims Dept of CTI

**Cc:** Admin A; Khanchna (LKK Auto)

**Subject:** Direct Settlement - Accident Involving SMQ 5394L (OI : CTI - TBA) and SMP 7466E (TP : LKK REF - CC6/CTI20011738/Aks3) on 23/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMP 7466E at M/s BEST SOLUTION AUTOCARE PTE LTD on a WP basis 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.

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

***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: 6841 1467 Email: [SuLi@lkkauto.com](mailto: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)