

## Su Li (LKK Auto)

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**From:** Su Li (LKK Auto)  
**Sent:** Tuesday, 1 December 2020 11:00 AM  
**To:** Irene Tay  
**Cc:** Admin A; Jaslin Kok (LKK Auto)  
**Subject:** RE: SNM20D204445/C02/SJR538C/TAYHP / FW: Direct Settlement - Accident Involving SJR 538C (OI : CTI - TBA) and SMS 9290R (TP : LKK REF - CC6/CTI20012745/rs3) on 16/11/2020  
**Attachments:** TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf

Dear Irene,

We refer to the above matter.

We have inspected third party vehicle SMS 9290R at M/s CITY AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- TP estimated cost of repair
- Preliminary advice

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

***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)

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**From:** Irene Tay [mailto:[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)]  
**Sent:** Tuesday, 1 December 2020 4:18 AM  
**To:** Su Li (LKK Auto)  
**Cc:** Admin A; Jaslin Kok (LKK Auto)  
**Subject:** RE: SNM20D204445/C02/SJR538C/TAYHP / FW: Direct Settlement - Accident Involving SJR 538C (OI : CTI - TBA) and SMS 9290R (TP : LKK REF - CC6/CTI20012745/rs3) on 16/11/2020

Dear Sir/Mdm,

Enclosed herewith our insured GIA REPORT as requested by you.

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

**Sent:** Monday, November 23, 2020 5:44 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM20D204445/C02/SJR538C/TAYHP / FW: Direct Settlement - Accident Involving SJR 538C (OI : CTI - TBA) and SMS 9290R (TP : LKK REF - CC6/CTI20012745/rs3) on 16/11/2020

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

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

**Sent:** Thursday, 19 November 2020 5:42 PM

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

**Cc:** Claims Dept of CTI

**Subject:** O/R: SNM20D204445/C02/SJR538C/TAYHP / FW: Direct Settlement - Accident Involving SJR 538C (OI : CTI - TBA) and SMS 9290R (TP : LKK REF - CC6/CTI20012745/rs3) on 16/11/2020

Dear all,

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

Claim no. SNM20D204445/C02/SJR538C/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, 19 November 2020 1:30 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SJR 538C (OI : CTI - TBA) and SMS 9290R (TP : LKK REF - CC6/CTI20012745/rs3) on 16/11/2020

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s CITY 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 a copy of your insured's GIA report for our necessary action.

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

*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**

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