

## Mei Kwan (LKKAuto)

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**From:** Molly Sushi <mollysushi@kimhockchye.com>  
**Sent:** Friday, 2 July 2021 1:26 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Alfred Toh; Asher Sng (LKKAuto); Admin A; Claims Dept of CTI; Irene Ng  
**Subject:** Re: SNM21D203319/C02/YP4948J/TOHHS/ Direct Settlement - Accident Involving YP4948J AND YQ1665P (TP : LKK REF - CC6/CTI21006589/Uea3) on 16/02/2021  
**Attachments:** SG0F21720001\_02-07-2021\_091109.pdf; CamScanner 06-30-2021 11.52 (1).pdf  
**Categories:** HMK

Dear Person in charge,

Enclosed for your necessary action.

We apologize for the delay.

Thank you.



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**The PDF documents attached are original.**

**Due to the Phase 2 Heightened Alert, we are reducing our workforce, please expect delay in our response.**

**Operating Hours: Monday to Friday ( 9am – 5:30pm )**



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On Fri, Jun 25, 2021 at 4:37 PM Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)> wrote:

Dear Sir / Madam,

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](mailto: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:** Carmen Chan [mailto:[chancarmen1978@gmail.com](mailto:chancarmen1978@gmail.com)]

**Sent:** Monday, 14 June 2021 10:42 AM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [mollysushi@kimhockchye.com](mailto:mollysushi@kimhockchye.com); Irene Ng <[khc@kimhockchye.com](mailto:khc@kimhockchye.com)>

**Subject:** Re: SNM21D203319/C02/YP4948J/TOHHS/ Direct Settlement - Accident Involving YP4948J AND YQ1665P (TP : LKK REF - CC6/CTI21006589/Uea3) on 16/02/2021

Dear Alfred,

Contents noted, will follow up with the client.

Stay Safe , Stay Healthy and above all , Stay Positive!

Warmest regards,

**Carmen Chan**

**HP : 88099827**

On Fri, Jun 11, 2021 at 5:42 PM Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)> wrote:

[Confidential]

**LKK REF - CC6/CTI21006589/Uea3**

**CTI REF - SNM21D203319/C02/YP4948J/TOHHS – ACCIDENT NOT REPORTED**

**ATTN: CHAN KAH MUN**

Dear Sirs

We were advised by our appointed agent, M/s LKK Auto Consultants Pte Ltd that there is an **incoming property damage claim from YQ1665P** against M/S HIAP SENG PILING CONSTRUCTION PTE LTD's motor insurance policy arising out of action on 16 February 2021 along 7 KAKI BUKIT AVENUE 3 KAKI BUKIT RECREATIONAL CENTRE.

**It is noted that there is no Accident Report filed by Insured and/or driver till date.**

Please assist to notify mutual client to file the Accident Report **IMMEDIATELY** to enable our appointed agent to handle the claim on their behalf.

**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). Any inconvenience caused is much regretted.**

**Best Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

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**From:** Claims Dept of CTI

**Sent:** Friday, June 11, 2021 2:08 PM

**To:** [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); [AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D203319/C02/YP4948J/TOHHS/ Direct Settlement - Accident Involving YP4948J (OI : CTI - TBA) AND YQ1665P (TP : LKK REF - CC6/CTI21006589/Uea3) on 16/02/2021

Dear Sir,

Please note that officer in charge for this case is Alfred Toh.

Claim no. SNM21D203319/C02/YP4948J/TOHHS.

Dear Alfred,

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Friday, 11 June 2021 12:02 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving YP4948J (OI : CTI - TBA) AND YQ1665P (TP : LKK REF - CC6/CTI21006589/Uea3) on 16/02/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle YQ 1665P at M/s Liu's Brother Auto Engineering Workshop- Kaki Bukit 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 get back to you on preliminary advice in due course.

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

Kindly take note that the case handler in-charge Asher.

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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