

Hsiao Tong (LKKAUTO)

From: Lynn Khong <lynn.khong@sg.cntaiping.com>
Sent: Wednesday, 22 March 2023 12:14 AM
To: Hsiao Tong (LKKAUTO)
Cc: CS A Team; Admin A
Subject: SNM21D203377/C02/SJJ7116H/KHONGLH - legal LOD received - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Dear Hsiao Tong,

We have received the LOD from Centro Legal Law.
Please submit full survey report for handling.

a)	Cost of repairs	\$ 8,560.00
b)	Loss of use/ rental	\$ 450.00
c)	Loss of use (PRI) \$150X2 days	\$ 300.00
d)	LTA search fee	\$ 2.00
e)	GIA reports fee	\$ 29.00
f)	Costs contribution	\$ 1,000.00
		<u>\$ 10,341.00</u>

Thank you

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6156 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Monday, March 6, 2023 3:51 PM
To: Lynn Khong <lynn.khong@sg.cntaiping.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203377/C02/SJJ7116H/KHONGLH / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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Dear Lynn,

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, February 8, 2023 3:51 PM

To: Lynn Khong <lynn.khong@sg.cntaiping.com>

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

Subject: RE: SNM21D203377/C02/SJJ7116H/KHONGLH / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Dear Lynn,

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Lynn Khong <lynn.khong@sg.cntaiping.com>

Sent: Thursday, 8 December 2022 4:06 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: SNM21D203377/C02/SJJ7116H/KHONGLH / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Dear Hsiao Tong,

Insured still non-reporting till date.
Final non-reporting letter and traffic police notification sent.

Meanwhile, seek TP to hold hands on matter.

Thank you

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: (65) 6389 6116 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 6 December 2022 3:42 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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URGENT

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.

FYI, third party is chasing. They will pass to lawyer for further handling if no response within the next 10days. Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Thursday, 3 November 2022 3:01 PM

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

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

Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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

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

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

Sent: Wednesday, 12 October 2022 4:27 PM

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

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

Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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

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

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, 30 September 2022 11:52 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Hi Sir,

We refer to the above matter.

Kindly advise if insured reported, if so kindly forward us a copy.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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

From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: Thursday, 2 September 2021 16:21
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Hi Asher,

OI had yet to make accident report, had send final ANR to OI.

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. Any inconvenience caused is much regretted.

Thanks and Best Regards

Billy Tan
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896175 | F: (65) 62247175

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

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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Wednesday, 1 September 2021 4:43 PM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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Hi Billy,

We refer to the above matter.

Kindly advise if insured reported, if so kindly forward us a copy.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

Sent: Tuesday, 15 June 2021 11:54 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Without Prejudice

Save as to cost

Hi Su Li,

OI had yet to make an accident report, already send a chaser to OI.

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.

Thanks and Best Regards

Billy Tan
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896175 | 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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 15 June 2021 11:24 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D203377/C02/SJJ7116H/TANKW / FW: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Dear Sir,

Please note that officer in charge for this case is Billy Tan.

Claim no. SNM21D203377/C02/SJJ7116H/TANKW.

Dear Billy,

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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 15 June 2021 10:21 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Re: Direct Settlement - Accident Involving SJJ 7116H (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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Dear Boon Sen,

Amended done.

Sorry for your inconvenience caused.

**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

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, June 15, 2021 9:55 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SJJ 433M (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

Dear Su Li,

No cover under SJJ433M. pls assist to check is car plate wrong or? If so pls amend.

*** Kindly quote our reference number when replying.

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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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 14 June 2021 4:44 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJJ 433M (OI : CTI - TBA) and SNA 433M (TP : LKK REF - CC6/CTI21006664/Ues3) on 13/06/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SNA 433M at M/s FASTECH AUTO 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 Asher.

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