

**Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 19 November 2021 10:45 AM  
**To:** 'Hamimah Jamaludin'  
**Cc:** Lee Mei Lin; Guo Qiang (LKKAUTO)  
**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) || OD CLAIM - URGENT  
**Attachments:** CB 7198A SUPP 2.PDF; CB 7198A SUPP 1 .pdf

Dear Hamimah,

Please proceed supplementary.

Lump Sum repair Not Exceeding \$30,000/- or whichever lower.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Albert Chua [mailto:albert.chua@sg.cntaiping.com]  
**Sent:** Thursday, 18 November 2021 4:40 PM  
**To:** 'Hamimah Jamaludin' <hamimah.j@scauto.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Cc:** Lee Mei Lin <meilin.lee@scauto.com.sg>  
**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) || OD CLAIM - URGENT

Hi Irene,

Please follow up on the matter.

**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.

Regards,

*Albert Chua*

General Manager  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6181 | F: (65) 6224 7175

**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:** Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>  
**Sent:** Thursday, 18 November 2021 3:14 pm  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>; Albert Chua <[albert.chua@sg.cntaiping.com](mailto:albert.chua@sg.cntaiping.com)>  
**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) ||  
OD CLAIM - URGENT

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Dear All

We still have not hear from your good firm

Kindly assist to expediate the matter as it has been long pending

Thank you

**Hamimah**

Customer Care Advisor

**D** +65 6571 9958

**E** [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

**SC AUTO INDUSTRIES (S) PTE LTD**

51 Senoko Road Singapore 758133

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**From:** Hamimah Jamaludin

**Sent:** Thursday, 11 November, 2021 9:08 AM

**To:** 'Irene Tay' <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>; 'albert.chua@sg.cntaiping.com'

<[albert.chua@sg.cntaiping.com](mailto:albert.chua@sg.cntaiping.com)>

**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) ||  
OD CLAIM - URGENT

**Importance:** High

Dear All

We refer to the above matter

Till date we have yet to receive any updates on the approval of our estimate.

Kindly assist to expediate the matter as it has been long pending

Thank you

**Hamimah**

Customer Care Advisor

**D** +65 6571 9958

**E** [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

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---

**From:** Hamimah Jamaludin

**Sent:** Tuesday, 9 November, 2021 2:57 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>

**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) ||  
OD CLAIM - URGENT

Dear All

Kindly be informed, we have not receive any updates.

Thank you

**Hamimah**

Customer Care Advisor

**D** +65 6571 9958

E [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

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51 Senoko Road Singapore 758133

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---

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

**Sent:** Wednesday, 3 November, 2021 4:28 PM

**To:** Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>

**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) ||  
OD CLAIM - URGENT

Dear Mdm,

Will try to get approval by today.

Regards,

**Irene Tay**

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

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---

**From:** Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>

**Sent:** Wednesday, November 3, 2021 4:13 PM

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

**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) ||

OD CLAIM - URGENT

**Importance:** High

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Dear Irene

We refer to the above matter

Up till today we have not receive an approval on our estimates.

We have submitted the claim since August and up till today the claim have yet to conclude, we would appreciate if you could expedite the matter.

Thank you

**Hamimah**

Customer Care Advisor

D +65 6571 9958

E [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

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51 Senoko Road Singapore 758133  
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---

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

**Sent:** Friday, 3 September, 2021 5:42 AM

**To:** Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>

**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD)

**Importance:** High

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with SC AUTO to conduct survey.

Regards,

**Irene Tay**

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

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---

**From:** Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>

**Sent:** Thursday, September 2, 2021 9:06 AM

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

**Cc:** Albert Chua <[albert.chua@sg.cntaiping.com](mailto:albert.chua@sg.cntaiping.com)>; Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>

**Subject:** FW: Accident Involving CB7198X on 20.08.2021 (FLOOD)

**Importance:** High

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Dear Sir/Mdm

We refer to our email dated 28.08.21, 30.08.21 & 31.08.21

We are submitting an OD Claim on behalf of your insured.

Attached GIA report and photos for your perusal.

As this is a flood case we were not able to submit any estimate in Merimen as there is no external damages. Unless we are given an approval to dismantle the vehicle, we will then submit the estimate bill to the surveyor.

Kindly let us hear from you on the survey arrangement. Please note vehicle already in our premises.

Thank you

**Hamimah**

Customer Care Advisor

**D** +65 6571 9958

**E** [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

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51 Senoko Road Singapore 758133  
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**From:** Hamimah Jamaludin  
**Sent:** Tuesday, 31 August, 2021 10:58 AM  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>  
**Subject:** FW: Accident Involving CB7198X on 20.08.2021 (FLOOD)  
**Importance:** High

Dear Sir/Mdm

We refer to our email dated 28.08.21 & 30.08.21

Kindly let us hear from you on the survey arrangement. Please note vehicle already in our premises.

Thank you

**Hamimah**  
Customer Care Advisor  
D +65 6571 9958  
E [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

**SC AUTO INDUSTRIES (S) PTE LTD**  
51 Senoko Road Singapore 758133  
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---

**From:** Hamimah Jamaludin  
**Sent:** Monday, 30 August, 2021 3:18 PM  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>  
**Subject:** FW: Accident Involving CB7198X on 20.08.2021 (FLOOD)

Dear Sir/Mdm

We refer to our email dated 28.08.21

Kindly let us hear from you on the survey arrangement. Please note vehicle already in our premises.

Thank you

**Hamimah**  
Customer Care Advisor  
D +65 6571 9958  
E [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

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51 Senoko Road Singapore 758133  
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**From:** Hamimah Jamaludin  
**Sent:** Saturday, 28 August, 2021 10:58 AM  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Cc:** Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>  
**Subject:** Accident Involving CB7198X on 20.08.2021 (FLOOD)

Dear Sir/Mdm

We refer to the above accident.

We are submitting an OD Claim on behalf of your insured.

Attached GIA report and photos for your perusal.

We will submit the estimate bill to the surveyor.



Please be informed that the vehicle is already in our premises. Kindly arrange for survey.

Thank you

**Hamimah**

Customer Care Advisor

**D** +65 6571 9958

**E** [hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)

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51 Senoko Road Singapore 758133

**T** 6758 2222 **F** 6257 6931

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