

**Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 15 September 2021 8:36 AM  
**To:** Hamimah Jamaludin  
**Cc:** Guo Qiang (LKKAUTO)  
**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) URGENT

Dear Hamimah,

As instructed by our client , please proceed to repair the **insured vehicle CB 7198X** ,(Excess \$2000/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

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:** Hamimah Jamaludin [mailto:hamimah.j@scauto.com.sg]  
**Sent:** Tuesday, 14 September 2021 2:06 PM  
**To:** irene.tay@sg.cntaiping.com; albert.chua@sg.cntaiping.com; claimsdept@sg.cntaiping.com  
**Cc:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>  
**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD) URGENT  
**Importance:** High

Dear Sir/Mdm

We refer to our email dated 13.09.21 & 14.09.21

Any updates on the authorization?

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

T 6758 2222 F 6257 6931

[scauto.com.sg](http://scauto.com.sg)

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**From:** Hamimah Jamaludin

**Sent:** Tuesday, 14 September, 2021 8:56 AM

**To:** 'irene.tay@sg.cntaiping.com' <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; 'albert.chua@sg.cntaiping.com'

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

**Cc:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Guo Qiang (LKKAUTO)'

<[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>

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

**Importance:** High

Dear Irene

We refer to our email dated 13.09.21

We refer to the above matter.

Kindly be informed that the vehicle was towed to our premises since 20.08.21 and it was surveyed on 03.09.21

However till to date we have not receive the authorization from your good firm.

Your insured has been chasing daily for updates of the repair.

Kindy let us have your authorization soonest possible.

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

T 6758 2222 F 6257 6931

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**From:** Hamimah Jamaludin

**Sent:** Monday, 13 September, 2021 11:28 AM

**To:** [irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)

**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>

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

**Importance:** High

Dear Irene

We refer to the above matter.

Kindly be informed that the vehicle was towed to our premises since 20.08.21 and it was surveyed on 03.09.21

However till to date we have not receive the authorization from your good firm.

Your insured has been chasing for updates of the repair.

Kindy let us have your authorization soonest possible.

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:** Friday, 10 September, 2021 3:30 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

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

Dear Veron

Document well received.

We would appreciate if the insurer could expedite it as owner is chasing for updates of the repairs.

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  
T 6758 2222 F 6257 6931

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Friday, 10 September, 2021 3:12 PM

**To:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>  
**Subject:** RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD)

Dear Hamimah,

We are pending authorization from insurance.

Attach surveyor mark estimate.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Guo Qiang (LKKAuto)  
**Sent:** Friday, 10 September 2021 2:31 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** 转发: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD)

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发件人: Hamimah Jamaludin <[hamimah.j@scauto.com.sg](mailto:hamimah.j@scauto.com.sg)>  
已发送: 2021年9月10日 14:31:03 (UTC+08:00) Kuala Lumpur, Singapore  
收件人: Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
抄送: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lee Mei Lin <[meilin.lee@scauto.com.sg](mailto:meilin.lee@scauto.com.sg)>  
主题: RE: CTP REF NO. SNM21D204764C01 - Accident Involving CB7198X on 20.08.2021 (FLOOD)

**WITHOUT PREJUDICE**

Dear Quo Qiang

We refer to the above matter.

Kindly let us have the authorization.

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  
T 6758 2222 F 6257 6931

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**From:** Hamimah Jamaludin

**Sent:** Wednesday, 8 September, 2021 4:30 PM

**To:** [guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)

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

**WITHOUT PREJUDICE**

Dear Quo Qiang

We refer to our email dated 07.09.21

Kindly let us have the authorization.

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:** Tuesday, 7 September, 2021 4:30 PM  
**To:** [guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 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)

**WITHOUT PREJUDICE**

Dear Quo Qiang

Attached estimate with parts price for your perusal.

Kindy let us have the authorization.

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:** 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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