

**Re: SNM21D205220/C02/SJQ3889A/TAYHP / FW: Direct Settlement - Accident Involving SJQ3889A (OI : CTI - TBA) AND GBH518H (TP : LKK REF - CC6/CTI21009905/Kba3) on 14/09/2021**

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

Tue 23/11/2021 5:14 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

***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.***

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>

**Sent:** Monday, 15 November 2021 9:17 am

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

**Cc:** Admin A <admin-a@lkkauto.com>

**Subject:** RE: SNM21D205220/C02/SJQ3889A/TAYHP / FW: Direct Settlement - Accident Involving SJQ3889A (OI : CTI - TBA) AND GBH518H (TP : LKK REF - CC6/CTI21009905/Kba3) on 14/09/2021

Dear Sir/Mdm,

Enclosed herewith the VIDEO FOOTAGE as requested by you.

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:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Monday, October 25, 2021 11:31 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM21D205220/C02/SJQ3889A/TAYHP / FW: Direct Settlement - Accident Involving SJQ3889A (OI : CTI - TBA) AND GBH518H (TP : LKK REF - CC6/CTI21009905/Kba3) on 14/09/2021

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Hi Irene,

Further to your below email.

Kindly assist to share a copy of our insured(SJQ3889A) video footage as stated in his accident report for our viewing.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Thursday, 23 September 2021 1:18 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM21D205220/C02/SJQ3889A/TAYHP / FW: Direct Settlement - Accident Involving SJQ3889A (OI : CTI - TBA) AND GBH518H (TP : LKK REF - CC6/CTI21009905/Kba3) on 14/09/2021

Dear Sir/Mdm,

Enclosed herewith insured SAS REPORT for your attention.

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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>**Sent:** Thursday, September 23, 2021 12:54 PM**To:** 'Meikwan@lkkauto.com' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'jasperchua@lkkauto.com' <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>**Subject:** O/R: SNM21D205220/C02/SJQ3889A/TAYHP / FW: Direct Settlement - Accident Involving SJQ3889A (OI : CTI - TBA) AND GBH518H (TP : LKK REF - CC6/CTI21009905/Kba3) on 14/09/2021

Dear all,

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

Claim no SNM21D205220/C02/SJQ3889A/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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 22 September 2021 4:57 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SJQ3889A (OI : CTI - TBA) AND GBH518H (TP : LKK REF - CC6/CTI21009905/Kba3) on 14/09/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBH 518H at M/s Thiam Heng Huat Pte Ltd (SIN MING) - Sin Ming on 21/09/2021 on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- estimated cost of repair

We will get back to you on preliminary advice.

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

Please take note that the case handler in-charge is Jasper.

***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)

***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***