

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 14 April 2022 10:31  
**To:** City Auto  
**Cc:** Admin A  
**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sir,

We refer to the above matter.

Our principal has reiterated that the accident was caused due to the entire negligence of your client reversed and hit into our insured vehicle.

We are of the opinion that liability is not in your client's favor.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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.***

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**From:** City Auto <cityauto@singnet.com.sg>  
**Sent:** Friday, 25 March 2022 09:05  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3  
**Importance:** High

Hi Asher,

Any update for this case?

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd  
Blk 8 Sin Ming Industrial Estate,  
#01-60/62 Sin Ming Road,  
Singapore 575643  
Tel : 6453 1235  
Fax : 6453 7944

---

**From:** City Auto [<mailto:cityauto@singnet.com.sg>]  
**Sent:** Wednesday, 26 January 2022 9:29 am  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3  
**Importance:** High

Hi Asher,

Any update for this case?

Thank you.

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd  
  
Blk 8 Sin Ming Industrial Estate,  
  
#01-60/62 Sin Ming Road,  
  
Singapore 575643  
  
Tel : 6453 1235  
  
Fax : 6453 7944

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**From:** City Auto [<mailto:cityauto@singnet.com.sg>]  
**Sent:** Wednesday, 3 November 2021 2:20 pm  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

Dear Asher,

Thank you for the email.

We don't have any evidence for this case.

We would like to request 50/50 for this case.

Thank you.

***Best Regards,***

*Vronica Law*

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate,

#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944

---

**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

**Sent:** Wednesday, 3 November 2021 12:41 pm

**To:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

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

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Our insured driver reported that your client reversed and collided into his vehicle. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

**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](mailto: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.***

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**From:** Asher Sng (LKKAuto)

**Sent:** Wednesday, 27 October 2021 3:15 PM

**To:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

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

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Hi Sir,

We refer to the email below.

Our insured have yet to file the report till date.

We are still following up the matter.

**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](mailto: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:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

**Sent:** Wednesday, 27 October 2021 12:20 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

Hi Asher,

Please provide your insured's GIA report.

Thank you.

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate,

#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944

---

**From:** City Auto [<mailto:cityauto@singnet.com.sg>]

**Sent:** Wednesday, 27 October 2021 12:19 pm

**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

Resend...

Hi Asher,

Any update for this case?

Thank you.

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate,

#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944

---

**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

**Sent:** Friday, 1 October 2021 2:16 pm

**To:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

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

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Hi Vronica,

We refer to the email below.

Our principal have inform that our insured have yet to report the accident, shall revert to you once our insured reported.

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](mailto: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.***

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**From:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

**Sent:** Friday, 1 October 2021 2:12 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

Dear Asher,

Please let us know what is the liability for this case.

Thank you.

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate,

#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944

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**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

**Sent:** Wednesday, 29 September 2021 3:07 pm

**To:** 'City Auto' <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** Re: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021 LKK REF : CC6/CTI21010096/es3

Without Prejudice

Dear Sir/Madam,

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Asher via email.

Our respective case handler will look into the matter and revert to you in due course.

***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**

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, September 29, 2021 9:47 AM

**To:** 'City Auto' <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021

Dear Vronica,

Thank you for the assignment.

We will arrange survey on 30.09.2021.

Thank you.

Dear Admin-A,

FYNA. DS case. Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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



---

**From:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>  
**Sent:** Wednesday, 29 September, 2021 9:09 AM  
**To:** 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** Arrange survey on SKP9674G (New case - China Taiping) D.O.A: 10/09/2021

Dear Summer,

Please arrange survey on **Thursday 30/09/2021** on above-mentioned vehicle.

**Location : Blk 8, Sin Ming Ind. Estate #01-60/62, Sin Ming Road, Singapore 575643**

Thank you.

***Best Regards,***

*Vronica Law*

City Auto Pte Ltd  
Blk 8 Sin Ming Industrial Estate,  
#01-60/62 Sin Ming Road,  
Singapore 575643  
Tel : 6453 1235  
Fax : 6453 7944

## Asher Sng (LKKAUTO)

---

**From:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Sent:** Wednesday, 6 April 2022 16:17  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Hi Asher

Please proceed as proposed and keep us updated.

Thank you.

**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.

Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | 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:** 太平獅城 Taiping SG

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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Wednesday, 6 April 2022 3:34 pm  
**To:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Cecilia,

We refer to the above matter.

Insured report that his vehicle move in the pump slot when third party reversed in between gap and hit his stationary vehicle.

Third party reported he intend to reversed in between gap when insured inch forward into the pump slot hit his stationary vehicle.

Both party have no evidence or video footage.

Based on the damaged to third party vehicle we opinion that insured have inch forward to the empty slot and third party vehicle have slightly swerved to the right to make a reversed into the pump slot.

In view on the above we seek your approval to reject third party claim.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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.**

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**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

**Sent:** Wednesday, 3 November 2021 08:49

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

Hi LKK

Attached OI SAS.

Thank you.

**NOTICE :**

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | 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:** 太平獅城 Taiping SG

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**From:** Cecilia Lee Peng Geok

**Sent:** Tuesday, 5 October 2021 9:50 am

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

Hi Su Li

No report filed yet. Please refer to our letter dated 30/09/2021 and follow up with insured for accident reporting.

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Monday, 4 October 2021 11:46 pm

**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** Re: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SKP 9674G at M/s CITY AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **Preliminary advice**

Meanwhile, kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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**

---

**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Thursday, September 30, 2021 10:06 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

Hi Asher

Attached superseded letter which will be sent to insured for your follow up action.

Thank you.

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Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Cecilia Lee Peng Geok  
**Sent:** Thursday, 30 September 2021 9:25 AM  
**To:** 'suli@lkkauto.com' <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'AsherSng@lkkauto.com' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

Hi LKK

Insured has not reported the accident.

Attached our letter to insured for your follow up action.

Thank you.

**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. Any inconvenience caused is much regretted.

Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

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

**Sent:** Wednesday, 29 September 2021 5:37 PM

**To:** 'suli@lkkauto.com' <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'AsherSng@lkkauto.com' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D205539/C02/GBH5800J/LEEPG / FW: Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

Dear all,

Please note that officer in charge for this case is Cecilia Lee.

Claim no SNM21D205539/C02/GBH5800J/LEEPG.

Dear Cecilia,

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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Wednesday, 29 September 2021 3:10 PM

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

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

**Subject:** Direct Settlement - Accident Involving GBH 5800J (OI : CTI - TBA) and SKP 9674G (TP : LKK REF - CC6/CTI21010096/es3) on 10/09/2021

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s CITY 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**