

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 15 December 2021 8:36 AM  
**To:** Chee So Chow  
**Cc:** claimsdept@sg.cntaiping.com; Admin A  
**Subject:** RE: OUR REF: SNM21D206297/C02/XD6345K/CHEESC & YOUR REF: CC6/CTI21011243/pa3-XD9005Y, TPP DIRECT SETTLEMENT  
**Attachments:** Preliminary Advice\_XD9005Y.pdf; LKK Survey Photos.pdf; LKK Survey Photos.pdf

Dear Sirs/ Mdm,

Further to the below email.

Enclosed for your perusal is: -

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

Kindly advise if insured's policy issue had been cleared and whether we can proceed DS.

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:** Chee So Chow  
**Sent:** Tuesday, November 9, 2021 3:03 PM  
**To:** 'Meikwan@lkkauto.com' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'chewht@lkkauto.com' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM21D206297/C02/XD6345K/CHEESC & YOUR REF: CC6/CTI21011243/pa3-XD9005Y, TPP DIRECT SETTLEMENT

[Confidential]

Hi Team

Please see attached SAS report filed by insured and their driver.

Please do not discuss about liability at this juncture as our insured has yet to fulfill one of the policy terms and conditions. You can, however, proceed with survey on a without prejudice basis.

Meanwhile we shall follow up with our insured accordingly.

NOTE - Encrypted document. Password in next email.

**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.

Thanks and Best Regards

Chee So Chow  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Main: (65) 6389 6116 | F: (65) 6222 5879  
Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**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:** Claims Dept of CTI  
**Sent:** Wednesday, November 3, 2021 5:00 PM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [chewht@lkkauto.com](mailto:chewht@lkkauto.com)  
**Subject:** OUR REF: SNM21D206297/C02/XD6345K/CHEESC & YOUR REF: CC6/CTI21011243/pa3-XD9005Y, TPP DIRECT SETTLEMENT

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear So Chow,

Please refer to the appended email.

Please revert to **LKK on Direct Settlement XD9005Y** soonest possible.

Please contact our claims department **Ms Chee So Chow 6389 6176** the officer in charge.

**\*Kindly quote our claim reference number when replying.\***

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Thank you

Angie Foo  
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896116 | F: (65) 62247175

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, November 3, 2021 4:30 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving XD6345K (OI : CTI - TBA) and XD9005Y (TP : LKK REF - CC6/CTI21011243/pa3) on 02/11/2021

**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 an assignment from TP repairer, M/s Ryder Auto P/L and TP repairer proposed for a direct settlement.

Note : no survey done yet and we will follow up with TP supporting documents.

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

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

***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***

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