

## Asher Sng (LKKAUTO)

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Friday, 10 June 2022 14:20  
**To:** Irene Tay  
**Cc:** Admin A; Reports (LKKAUTO)  
**Subject:** RE: SNM21D206748/C02/EV48M/TAYHP / RE: Direct Settlement - Accident Involving EV48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021  
**Attachments:** SUPP DOCUMENT.pdf; LKK SURVEY REPORT.pdf

Hi Irene,

We refer to the email below.

Enclosed our report and invoice for your necessary action.

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:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Tuesday, 7 June 2022 09:21  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Subject:** RE: SNM21D206748/C02/EV48M/TAYHP / RE: Direct Settlement - Accident Involving EV48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Dear Sir/Mdm,

Please let us have the bill asap.

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:** Irene Tay  
**Sent:** Wednesday, 1 June 2022 9:32 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: SNM21D206748/C02/EV48M/TAYHP / RE: Direct Settlement - Accident Involving EV48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Dear All,

Please be informed that we have received the PIR from agent.

Please close file.

Regards,  
Irene Tay

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**From:** Irene Tay  
**Sent:** Saturday, 26 March 2022 7:32 AM  
**To:** 'Mei Kwan (LKKAUTO)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: SNM21D206748/C02/EV48M/TAYHP / RE: Direct Settlement - Accident Involving EV48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Enclosed herewith our insured SAS REPORT.

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:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Friday, 25 March 2022 9:05 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** RE: SNM21D206748/C02/EV48M/TAYHP / RE: Direct Settlement - Accident Involving EV48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

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Dear Sir / Madam,

We refer to the above matter.

Kindly provide us a copy of your insured's GIA report for our necessary action.

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

**Sent:** Wednesday, 24 November, 2021 9:50 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D206748/C02/EV48M/TAYHP / RE: Direct Settlement - Accident Involving EV48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Dear all,

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

Claim no SNM21D206748/C02/EV48M/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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 23 November 2021 1:42 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); Jaslin Kok (LKK Auto) [jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)

**Subject:** Re: Direct Settlement - Accident Involving SMY 274R (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

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Dear Boon Sen,

We refer to the above matter.

Insured vehicle amended.

We have inspected third party vehicle FBQ 3680D at M/s EROFIA MOTOR TRADING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report
- Preliminary advice

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 Jaslin.

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

**Sent:** Monday, November 22, 2021 4:48 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving EV 48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Dear Boon Sen,

Noted with thanks.

We will check with workshop and get back to you.

Sorry for your inconvenience caused.

*\*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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Monday, November 22, 2021 4:04 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving EV 48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Dear Su li,

No policy at our end.

Check with Ita?

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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:** Monday, 22 November 2021 1:32 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving EV 48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

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Dear Boon Sen,

We refer to the above matter.

Please refer to the attached and kindly advise.

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Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

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

**Sent:** Monday, November 22, 2021 9:00 AM

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

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

**Subject:** RE: Direct Settlement - Accident Involving EV 48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

Dear Sir,

No cover under EV48M.

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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

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, 19 November 2021 12:08 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving EV 48M (OI : CTI - TBA) and FBQ 3680D (TP : LKK REF - CC6/CTI21011743/Urs3) on 14/11/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle FBQ 3680D at M/s EROFIA MOTOR TRADING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- TP estimated cost of repair
- TP GIA report
- Preliminary advice

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 Jaslin.



***To check availability of the case handler, you may contact the undersigned.***

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Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**