

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 2 June 2022 14:11
To: erofia@singnet.com.sg
Subject: ACCIDENT INVOLVING FBQ 3680D AND EV 48M ON 14/11/2021
Attachments: PIR.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

ACCIDENT INVOLVING FBQ 3680D AND EV 48M ON 14/11/2021

Enclosed a copy of our insured police investigation result for easy reference.

Your client have been charged by the traffic police for careless driving causing hurt.

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 | 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.

Asher Sng (LKKAUTO)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Wednesday, 1 June 2022 09:32
To: Mei Kwan (LKKAUTO)
Cc: Admin A; Asher Sng (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: Re: EV48M / TAY KOK SEN PETER
Follow Up Flag: Follow up
Flag Status: Completed

Dear All,

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

Please close file.

Regards,
Irene Tay

From: Irene Tay
Sent: Saturday, 26 March 2022 7:32 AM
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

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

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Friday, 25 March 2022 9:05 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.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

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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 | fax: 67414108

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

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

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

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Claims Dept of CTI <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 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

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 23 November 2021 1:42 pm

To: Claims Dept of CTI claimsdept@sg.cntaiping.com

Cc: Admin A admin-a@lkkauto.com; Jaslin Kok (LKK Auto) 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

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 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

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, November 22, 2021 4:48 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <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>

Sent: Monday, November 22, 2021 4:04 PM

To: Su Li (LKK Auto) <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>
Sent: Monday, 22 November 2021 1:32 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <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>
Sent: Monday, November 22, 2021 9:00 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <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>
Sent: Friday, 19 November 2021 12:08 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <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:

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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