

## Mei Kwan (LKKAuto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Thursday, 3 February, 2022 3:01 PM  
**To:** Mei Kwan (LKKAuto); Cecilia Chong (LKK Auto); Admin A  
**Cc:** Claims Dept of CTI; R1\_VTEC@YAHOO.COM.SG; charliembpl@gmail.com; Alfred Toh  
**Subject:** RE: Accident Involving SMT1403E (SNM21D207211/C02/SMT1403E/TOHHS) and SHC3309E (TP : LKK REF - CC3/CTI21012542/Vga3) on 09/12/2021  
**Attachments:** SMT1403E.pdf; VIDEO FOOTAGE OF SMT1403E.mp4  
**Categories:** HMK

[Confidential]

LKK REF - CC3/CTI21012542/Vga3  
CTI REF - SNM21D207211/C02/SMT1403E/TOHHS

Dear Mei Kwan

Attach herewith mutual client's SAS report and video footage for your attention and necessary action.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@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 TaipingSG  
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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, 3 February 2022 1:21 pm  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>; R1\_VTEC@YAHOO.COM.SG; charliembpl@gmail.com  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Subject:** RE: Accident Involving SMT1403E (SNM21D207211/C02/SMT1403E/TOHHS) and SHC3309E (TP : LKK REF - CC3/CTI21012542/Vga3) on 09/12/2021

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Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

*"Wishing You Happiness & Prosperity Chinese New Year 2022"*

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:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Tuesday, 14 December, 2021 10:09 PM

**To:** [R1\\_VTEC@YAHOO.COM.SG](mailto:R1_VTEC@YAHOO.COM.SG); Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; [charliembpl@gmail.com](mailto:charliembpl@gmail.com)

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

**Subject:** Accident Involving SMT1403E (SNM21D207211/C02/SMT1403E/TOHHS) and SHC3309E (TP : LKK REF - CC3/CTI21012542/Vga3) on 09/12/2021

**LKK REF - CC3/CTI21012542/Vga3**

**CTI REF - SNM21D207211/C02/SMT1403E/TOHHS**

**POLICY NO: DMPCSNW00062812100**

**INSURED: LIM PEI SZE ELISE**

**VEHICLE NO: SMT1403E**

**DOA: 9 DECEMBER 2021 ALONG BLK 267 TAMPINES STREET 21 OPEN SPACE CARPARK – accident NOT reported**

**M/S META AGENCY PTE LTD**

**ATTN: MR CHARLIE**

**Dear Sirs**

We understand from our appointed agent, M/S LKK AUTO CONSUTLANTS PTE LTD that there is incoming property damage claim against LIM PEI SZWE ELISE's motor insurance policy arising out of accident on 9 December 2021 along Blk 267 Tampines Street 21 Open Space Carpark.

**Please note that there is no report filed/received by this office till date.**

**Kindly assist to notify mutual client to file ACCIDENT REPORT IMMEDIATELY to enable us to handle the claim.**

**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). Any inconvenience caused is much regretted.**

**Best Regards**

**Alfred Toh**

**Senior Executive**

**Claims Department**

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@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 TaipingSG

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

**Sent:** Monday, December 13, 2021 12:55 PM

**To:** [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com); Alfred Toh

<[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D207211/C02/SMT1403E/TOHHS / FW: Direct Settlement - Accident Involving SMT1403E (OI : CTI - TBA) and SHC3309E (TP : LKK REF - CC3/CTI21012542/Vga3) on 09/12/2021

Dear all,

Please note that officer in charge for this case is Alfred Toh.

Claim no SNM21D207211/C02/SMT1403E/TOHHS.

Dear Alfred,

Pls revert LKK.

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Sunday, 12 December 2021 4:54 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)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SMT1403E (OI : CTI - TBA) and SHC3309E (TP : LKK REF - CC3/CTI21012542/Vga3) on 09/12/2021

**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 TP vehicle SHC 3309E at M/s ComfortDelGro Engineering Pte Ltd (Loyang) on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

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

Kindly take note that the case handler in-charge is Cecilia.

***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)

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