

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 28 December 2021 1:26 PM  
**To:** Cecilia Lee Peng Geok  
**Cc:** Claims Dept of CTI; Su Li (LKK Auto); Admin A  
**Subject:** RE: SNM21D207288/C02/SJB5852X/LEEPG/ FW: Direct Settlement - Accident Involving SJB 5852X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021  
**Attachments:** TP ESTIMATE\_MARKED.pdf; Preliminary Advice\_SGZ9735J.pdf; LKK Survey Photos.pdf

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

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

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:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 22 December 2021 1:17 PM  
**To:** 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)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM21D207288/C02/SJB5852X/LEEPG/ FW: Direct Settlement - Accident Involving SJB 5852X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

Hi Cecilia,

Attached TP video footage.

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

**Sent:** Wednesday, 22 December 2021 1:15 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** RE: SNM21D207288/C02/SJB5852X/LEEPG/ FW: Direct Settlement - Accident Involving SJB 5852X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

[Strictly Confidential]

Hi Hsiao Tong

Attached OI' s VF, please forward us TP VF.

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:** 太平狮城 Taiping SG

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**From:** Cecilia Lee Peng Geok

**Sent:** Tuesday, 21 December 2021 1:49 pm

**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: SNM21D207288/C02/SJB5852X/LEEPG/ FW: Direct Settlement - Accident Involving SJB 5852X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

Hi LKK

Attached OI SAS.

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  
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**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 <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 21 December 2021 1:40 pm  
**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@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: SNM21D207288/C02/SJB5852X/LEEPG/ FW: Direct Settlement - Accident Involving SJB 5852X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

Dear all,

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

Claim no SNM21D207288/C02/SJB5852X/LEEPG.

Dear Cecilia,

Pls revert LKK.

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Tuesday, 21 December 2021 1:18 pm  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: Direct Settlement - Accident Involving SJB 5852X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

**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 Boon Sen,

We refer to the above matter.

Insured vehicle amended.

Sorry for your inconvenienced caused.

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SGZ 9735J at M/s T K LEE AUTOMOTIVE PTE LTD on 21/12/2021 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 Hsiao Tong.

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

**Sent:** Tuesday, December 21, 2021 1:12 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** RE: Direct Settlement - Accident Involving SJB 5352X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

Dear Sir,

No cover for SJB5352X.

Pls check and amend if needed and resend if it is under us.

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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

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:** Tuesday, 21 December 2021 10:49 am  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SJB 5352X (OI : CTI - TBA) and SGZ 9735J (TP : LKK REF - CC6/CTI21012920/Ups3) on 13/12/2021

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

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Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**