

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 9 June 2022 10:48 AM
To: Pauline Tham
Cc: Admin A
Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

Hi Pauline,

Contents noted.

Third party repairer details as follows: -

Company: Fastech Auto Pte Ltd
Person-in-charge: Jason Tang
Tel: 6746 5405
Email: jason@fastechauto.com.sg

We will proceed to close file and submit our invoice to your good office soon.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Thursday, 9 June 2022 10:30 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

Hi Hsiao Tong

We have repudiated the case to insured as we still have not received their accident report.

Please let us have third party contact details to add in the letter.

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, May 12, 2022 11:26 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

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.

Hi Pauline,

We refer to the above matter.

Kindly let us have a copy of insured's GIA report(YP2851S) for our necessary action.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Monday, 14 February 2022 4:16 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

Hi Hsiao Tong

We are still waiting for our insured accident report.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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. Any inconvenience caused is much regretted

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, January 25, 2022 5:21 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

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 Sirs/Mdm,

Please be informed that third party has no video for this matter. Attached here with a copy of message between third party & driver for your easy reference.

Kindly let us have a copy of insured's GIA report(YP2851S) for our necessary action.

Thank you.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 24 January 2022 2:33 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

Dear Sir / Madam,

We refer to the above matter.

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

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Friday, 7 January 2022 10:06 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

Hi Hsiao Tong

We have not received our insured report.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

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Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, January 7, 2022 9:26 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

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Dear Sirs/ Mdm,

Enclosed for your perusal is: -

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

Kindly let us have a copy of insured's GIA report(YP2851S) for our necessary action.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Wednesday, January 5, 2022 3:01 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: O/R: SNM22D200103/C02/YP2851S/THAMYL / FW: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

Dear all,

Please note that officer in charge for this case is Pauline Tham.

Claim no SNM22D200103/C02/YP2851S/THAMYL.

Dear Pauline,

Pls revert LKK.

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: 太平狮城 Taiping SG

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

Sent: Wednesday, 5 January 2022 12:11 pm

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Direct Settlement - Accident Involving YP 2851S (OI : CTI - TBA) and SLH 1250D (TP : LKK REF - CC6/CTI21013096/Ups3) on 17/12/2021

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 third party vehicle SLH 1250D at M/s FASTECH AUTO PTE LTD on 24/12/2021 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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 9 June 2022 10:52 AM
To: Jason Fastech Auto; Ong Shiyong
Subject: Your Ref: SLH1250D //LKK Ref: CC6/CTI21013096/Ups3 [ACCIDENT INVOLVING YP2851S(CHINA TAIPING) & SLH1250D ON 17/12/2021]

Your Ref: **SLH1250D**
LKK Ref: CC6/CTI21013096/Ups3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP2851S(CHINA TAIPING) & SLH1250D ON 17/12/2021

We refer to the above matter.

Please be informed that our principal M/s CHINA TAIPING INSURANCE (S) PTE LTD had repudiated the case due to our insured has breach of policy terms and conditions.

Kindly re-direct your client's claim to our insured for redress.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

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