

## Mei Kwan (LKKAUTO)

---

**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Wednesday, 2 March, 2022 9:19 AM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** Admin A; Asher Sng (LKKAUTO); Claims Dept of CTI  
**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021  
**Attachments:** SMV8670T.pdf  
**Categories:** HMK

[Strictly Confidential]

Hi Mei Kwan,

Please refer to attached.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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---

**From:** Jenny Lew  
**Sent:** Wednesday, 23 February 2022 5:10 pm  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Hi Mei Kwan,

Insured yet to lodge report. Please refer to the attached letter. Please help to follow-up

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909

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---

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

**Sent:** Wednesday, 23 February 2022 4:39 pm

**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

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

**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

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Dear Jenny,

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.

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.

---

**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Sent:** Thursday, 17 February, 2022 3:52 PM

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

**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Hi Mei Kwan,

Insured yet to lodge report. Please help to follow-up

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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---

**From:** Jenny Lew

**Sent:** Wednesday, 9 February 2022 12:24 pm

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

**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Hi Mei Kwan,

Insured yet to lodge report. He is overseas in Msia.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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

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---

**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 9 February 2022 10:42 am  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

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Dear Jenny,

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.

***Please provide us insured's mailing address and contact no in order to monitor non reporting cases.***

***"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)

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---

**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Sent:** Thursday, 3 February, 2022 1:14 PM  
**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)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Hi Mei Kwan,

Insured yet to lodge report.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**  
Executive  
Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909  
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---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 3 February 2022 1:11 pm  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

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Dear Jenny,

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.

**"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)

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---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 13 January, 2022 4:48 PM  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Dear Jenny,

Please see attached.

**"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.**

---

**From:** Jenny Lew [<mailto:jenny.lew@sg.cntaiping.com>]

**Sent:** Thursday, January 13, 2022 3:44 PM

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

**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Hi Mei Kwan,

Please let us have the TP GIA report, thanks.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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---

**From:** Jenny Lew

**Sent:** Thursday, 13 January 2022 2:50 pm

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

**Subject:** RE: O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Hi Mei Kwan,

Insured yet to lodge report.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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---

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

**Sent:** Thursday, 13 January 2022 12:28 pm

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

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

**Subject:** O/R: SNM22D200325/C02/SMV8670T/LEWLC / Re: Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

Dear all,

Please note that officer in charge for this case is Jenny Lew .

Claim no SNM22D200325/C02/SMV8670T/LEWLC.

Dear Jenny ,

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

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

**Sent:** Wednesday, January 12, 2022 12:40 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)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SMV8670T (OI : CTI - TBA) AND SMF311SK (TP : LKK REF - CC6/CTI22000418/Aea3) on 26/12/2021

**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 SMF 311S at M/s Advance Auto Garage - Kaki Bukit on 04/01/2022 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 get back to you on preliminary advice.

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

Please take note that the case handler in-charge is Asher.

***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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