

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 27 July 2022 12:14 PM  
**To:** Cecilia Lee  
**Cc:** Admin A  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022  
**Attachments:** SMW8835E VIDEO.mp4

Dear Cecilia,

We attached here with a copy of OI video for your easy reference.

Based on OI video, we are of the view that liability is down against third party as third party was making a right turn on go straight only lane.

In view of this, we propose to reject third party claim.

For your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Sent:** Monday, 25 July 2022 4:50 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

OI reported there's VF available. Please liaise with OI for the said VF.

### **NOTICE :**

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Thanks & 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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Friday, 22 July 2022 10:23 am  
**To:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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Hi Cecilia,

Please be informed that third party has no evidence/video/photos for this matter.

We await your further instruction.

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

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**From:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Thursday, 21 July 2022 12:28 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

Our earlier conversation refers.

Please obtain scene photos/VF from third party.

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Thanks & 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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 20 July 2022 5:31 pm  
**To:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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Hi Cecilia,

Please advise if policy issue is cleared and whether we can proceed DS.

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

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 2 June 2022 9:34 AM  
**To:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Dear Cecilia,

Contents noted.  
We await your further instruction.

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) |

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

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**From:** Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Tuesday, 31 May 2022 9:15 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

Attached OI's SAS.

PW = plate no.

There's policy issue pending clarification, no direct settlement.

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  
DID: (65) 6389 6530 | F: (65) 6224 7175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 31 May 2022 5:59 pm  
**To:** 'Meikwan@lkkauto.com' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Subject:** O/R: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Dear Sir,

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

Claim no SNM22D203591/C02/SMW8835E/LEEPG.

Dear Cecilia,

Pls revert LKK.

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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  
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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 31 May 2022 3:16 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLB 6125G at M/s Fastech Auto Pte Ltd - Kaki Bukit on 27/05/2022 on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Photographs of TP vehicle in its damaged condition

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 Hsiao Tong.

***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)

***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.***