

## **Veron Chen (LKKAuto)**

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**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 13 October 2022 8:46 AM  
**To:** Adeline Chng; Naz (LKKAuto); SUR  
**Cc:** Bryan Ang (LKKAuto); Eddie Sim; Pauline Tham; SUR  
**Subject:** RE: SKL 3618E Fire Case (SNM22D206049)

Dear Adeline,

Please be informed that insured withdraw this claim.

We will submit report and bill accordingly.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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Re: SKL 3618E-DOA: 25/8/2022 (CHINA TAIPING OD)



AutoInsure (Claims) <claims01@autoinsure.com.sg>  
To Veron Chen (LKKAuto)  
Cc 田 SUR

**WITHOUT PREJUDICE**

Dear All,

We refer to the above matter.

We have received confirmation from the owner to withdraw this claim.

Kindly close this case from your end.  
Thank You.

Regards  
Marvyn  
did: (65) 3157 2624 / 3157 2628  
mobile: (65) 9743 6363  
e: [claims01@autoinsure.com.sg](mailto:claims01@autoinsure.com.sg)

Auto Insure Pte. Ltd.  
201437380M  
6 Marsiling Lane S739145

t: (65) 3157 2626  
f: (65) 6368 0081  
w: [www.autoinsure.com.sg](http://www.autoinsure.com.sg)  
g.e: [claims@autoinsure.com.sg](mailto:claims@autoinsure.com.sg)

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Wednesday, 12 October 2022 9:09 AM

**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>; Naz (LKKAuto) <Naz@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Eddie Sim <eddie.sim@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>

**Subject:** Re: SKL 3618E Fire Case (SNM22D206049)

Dear Adeline,

Kindly refer email from repairer, they are unable to repair the vehicle within the Nett Value.

We will submit total loss report accordingly.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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Re: SKL 3618E-DOA: 25/8/2022 (CHINA TAIPING OD)



AutoInsure (Claims) <claims01@autoinsure.com.sg>

To Veron Chen (LKKAuto)

Cc SUR



IMG\_20221005\_171219-min.jpg  
1 MB



IMG\_20221005\_172153.jpg  
4 MB

**WITHOUT PREJUDICE**

Dear Veron,

We refer to the above matter and email below.

We confirm we are unable to repair the vehicle mentioned above for a lump sum amount not exceeding \$8

We have additional photos of fire damage to the engine wire harness, we estimate the total cost of repair a

We seek your authorization to total loss of the above-mentioned vehicle.

Thank You.

Regards

Marvyn

did: (65) 3157 2624 / 3157 2628

mobile: (65) 9743 6363

e: [claims01@autoinsure.com.sg](mailto:claims01@autoinsure.com.sg)

Auto Insure Pte. Ltd.

201437380M

6 Marsiling Lane S739145

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** Monday, October 3, 2022 4:51 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKL 3618E Fire Case (SNM22D206049)

Dear Veron

Well noted. Meanwhile please check with workshop on how much is the lump sum amount that workshop willing to undertake to repair.

**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.

**Thank you.**

**Adeline Chng**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | 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: 太平獅城 Taiping SG

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, October 3, 2022 4:49 PM  
**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKL 3618E Fire Case (SNM22D206049)

**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 Adeline,

According to Naz, he has already informed insured to find the records.

Will reply you once insured has provided.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Monday, 3 October 2022 12:00 PM

**To:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Subject:** RE: SKL 3618E Fire Case (SNM22D206049)

**Importance:** High

Dear Naz

Trying to call you but you are not available.

Have your side proceeded to request the maintenance record for the Cleaning of DPF from insured?

Insured called to our call center to check on the investigation status.

This case has been dragged about 1 month. Please expedite and revert.

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**Thank you.**

**Adeline Chng**

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | 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:** 太平獅城 Taiping SG

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**From:** Adeline Chng  
**Sent:** Friday, September 30, 2022 2:43 PM  
**To:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** RE: SKL 3618E Fire Case

Dear Naz

Please assist to obtain the maintenance record for the Cleaning of DPF.

**NOTICE :**

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**Thank you.**

**Adeline Chng**  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | 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: 太平獅城 Taiping SG

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**From:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Sent:** Thursday, September 29, 2022 4:10 PM  
**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** Re: SKL 3618E Fire Case

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Dear Ms Chng,

Apologies for the late reply as I was on medical leave for the past 3 days. Attached herewith is the Fire Investigation Report.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** Monday, 26 September 2022 9:20 am  
**To:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** RE: SKL 3618E Fire Case

**Without Prejudice, Save as to Costs**

Dear Naz

Any update on the investigation result? Vehicle is still pending for authorisation.

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**Thank you.**

**Adeline Chng**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | 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:** 太平獅城 Taiping SG

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**From:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Sent:** Friday, September 2, 2022 1:15 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** SKL 3618E Fire Case

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Dear Ms Chng,

I have contacted the owner, Mr Cheong. I am waiting for the incident scene photos and latest servicing records of the Insured Vehicle from him. I will update you accordingly.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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