

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 27 February 2023 8:46 AM
To: 'Cecilia Lee'
Cc: Admin A; Claims Dept of CTI
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022
Attachments: Chronology -Accident involving GBD455B and SJH8966A on 29 Sept 2022.pdf; EMAIL TO THIRD PARTY DD 181022.pdf; EMAIL TO THIRD PARTY DD 281222.pdf; EMAIL TO OI DD 010223.pdf

Dear Sirs,

We attached here with a copy of the following documents: -

- Chronology of case.
- Email correspondence with Third Party Workshop.
- Email correspondence with Insured.

We will proceed to close file and submit WP report to your good office soon.

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, February 21, 2023 5:11 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: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

[Strictly Confidential]

Hi Hsiao Tong

Very likely third-party claimant will lodge complaint to GIA & FIDReC.

Please let us have the chronological events & supporting documents (email correspondences exchanged).

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee
Sent: Tuesday, 31 January 2023 11:31 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: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022
Importance: High

Hi Hsiao Tong

Please refer to our communication on 19/01/2023.

PH: EVEREST LOGISTICS PTE. LTD. UEN: 201809470G
OID'S WP - ALKADRI EXPRESS TRANSPORTATION (S) PTE LTD, UEN: 199102285E

Insured driver is the employee of ALKADRI EXPRESS TRANSPORTATION (S) PTE LTD, please check with insured how's these two companies related and forward us the ACRA documents.

Thanks & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 19 January 2023 2:59 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

[Strictly Confidential]

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[Strictly Confidential]

Dear Cecilia,

Attached here with a copy of driver S Pass and driving licence as requested.

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

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Wednesday, 21 December 2022 10:02 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: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

[Strictly Confidential]

Hi Hsiao Tong

Please update DS status.

Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

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From: Cecilia Lee

Sent: Wednesday, 30 November 2022 3:05 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: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

Hi Hsiao Tong

Please request the insured driver's work permit and driving license.

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](tel:62247175). Any inconvenience caused is much regretted.

Thanks & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 30 November 2022 9:50 am
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

[Strictly Confidential]

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[Strictly Confidential]

Dear Sirs,

We refer to your below email.

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

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Monday, 31 October 2022 2:36 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

[Strictly Confidential]

Hi Sir/Madam

Attached SAS. Password will be sent via separate email.

There's policy issue pending clarification, no Direct Settlement at this moment.

Thanks & Regards
Cecilia Lee

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 31 October 2022 1:54 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

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 Cecilia,

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

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 27 October 2022 10:42 AM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

Dear Cecilia,

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

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

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, 11 October 2022 5:21 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

Hi Mei Kwan

Insured has not reported. Please follow up with insured on reporting.

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Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 11 October 2022 5:07 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

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Dear Cecilia,

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

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

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Wednesday, 5 October 2022 1:55 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

Hi Sir/Madam

Our insured has not reported the accident. Attached herewith our letter of even date. Please follow up with insured on accident reporting.

Thanks & Regards

Cecilia Lee

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 5 October 2022 1:18 pm

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

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Dear Cecilia,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair.
- Preliminary advice.
- TP video footage

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

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

Sent: Wednesday, 5 October 2022 1:01 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>

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

Subject: O/R: SNM22D207111/C02/ GBD455B/LEEPG/ RE: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

Dear all,

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

Claim no SNM22D207111/C02/ GBD455B/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

DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 4 October 2022 7:06 pm

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

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

Subject: Accident Involving GBD455B (OI : CTI - TBA) and SJH8966A (TP : LKK REF - CC6/CTI22009800/Kpa3) on 29/09/2022

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Dear Sir / Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Optima Werkz Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Meanwhile, kindly let us have a copy of your insured's GIA report and claim ref 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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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