

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Date: Thu, 24 Nov 2022 13:20 +0800
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D208206/C02/SJK3502Y/LEWLC & YOUR REF: CC6/CTI22011437/Kpa3- SJN9490S, DOA12/11/2022- TPP DIRECT SETTLEMENT
Attachments: 1 (Access the files in Attachments panel)

Hi Hsiao Tong

Pls refer to attached.

Kindly note that the OID is concern about the Costs of Repairs & the damages consistency.

Thank you.

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.

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

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 23 November 2022 3:06 pm
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D208206/C02/SJK3502Y/LEWLC & YOUR REF: CC6/CTI22011437/Kpa3- SJN9490S, DOA12/11/2022- TPP DIRECT SETTLEMENT

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 Jenny,

Please assist to check if OI GIA report is available.

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: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Friday, 18 November 2022 10:20 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: OUR REF: SNM22D208206/C02/SJK3502Y/LEWLC & YOUR REF: CC6/CTI22011437/Kpa3-SJN9490S, DOA12/11/2022- TPP DIRECT SETTLEMENT

Hi Mei Kwan / Hsiao Tong,

Thank for the update.

Insured still yet to lodge the accident report.

Pls assist to follow up.

Thank you.

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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>

Sent: Friday, 18 November 2022 9:35 am

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Subject: RE: OUR REF: SNM22D208206/C02/SJK3502Y/LEWLC & YOUR REF: CC6/CTI22011437/Kpa3-SJN9490S, DOA12/11/2022- TPP DIRECT SETTLEMENT

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Dear Jenny,

We refer to the above matter.

Enclosed for your perusal is:

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

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: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Wednesday, 16 November 2022 10:58 AM

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; enquiries@insmartent.sg; SHIRLEY@INSMART.SG

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

Subject: RE: OUR REF: SNM22D208206/C02/SJK3502Y/LEWLC & YOUR REF: CC6/CTI22011437/Kpa3-SJN9490S, DOA12/11/2022- TPP DIRECT SETTLEMENT

Hi Mei Kwan / Hsiao Tong,

Insured yet to lodge report.
Pls assist to follow up.

Aside to M/s INSMART ENTERPRISE,

We are in receipt of a third party property claim notification against Insured's motor insurance policy arising from the accident above.

Please assist to **notify your client's driver to file Accident Report AND/OR police report IMMEDIATELY** at our authorized workshop to enable us to deal with the said claim on their behalf.

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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
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Sent: Wednesday, 16 November 2022 9:50 am

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

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

Subject: OUR REF: SNM22D208206/C02/SJK3502Y/LEWLC & YOUR REF: CC6/CTI22011437/Kpa3-SJN9490S, DOA12/11/2022- TPP DIRECT SETTLEMENT

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Jenny,

Please refer to the below email.

Kindly conduct LKK Auto, D.S. for SJN9490S soonest possible.

Please contact our claims department Jenny Lew 6389 6172 the officer in charge or 6389 6116 should you require our assistance or clarification.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo
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>

Sent: Tuesday, November 15, 2022 4:25 PM

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

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

Subject: Direct Settlement - Accident Involving SJK3502Y (OI : CTI - TBA) and SJN9490S (TP : LKK REF - CC6/CTI22011437/Kpa3) on 12/11/2022

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 Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Falcon-Air Auto Services Pte Ltd (Sin Ming) and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- LTA search
- TP video
- Accident photo

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

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)