

## Hsiao Tong (LKKAUTO)

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**From:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Sent:** Tuesday, 20 June 2023 11:31 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: SNM23D203580/C02/SNF1398Z/LEEPG - Direct Settlement - Accident Involving SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

Hi Hsiao Tong

Our earlier conversation refers.

We had repudiated liability.

Thanks & Best Regards,

**Cecilia Lee**

Claims Department

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Tuesday, June 20, 2023 10:21 AM  
**To:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SNM23D203580/C02/SNF1398Z/LEEPG - Direct Settlement - Accident Involving SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

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Dear Sirs,

FYI, insured just called in to check case status. We have advised him that case is under investigation. He noted and await for further update.

Please advise if investigation is cleared and let us have your instruction. Thanks.

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:** Monday, May 29, 2023 10:35 AM

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

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

**Subject:** RE: SNM23D203580/C02/SNF1398Z/LEEPG - Direct Settlement - Accident Involving SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

Hi Sir/Madam

Attached OI SAS. Password will be sent via separate email.

Case under investigation, no direct settlement at this juncture. Please do not contact insured at this juncture as well.

Thanks & Regards

Cecilia Lee

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**From:** Cecilia Lee

**Sent:** Thursday, May 25, 2023 5:02 PM

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

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

**Subject:** RE: SNM23D203580/C02/SNF1398Z/LEEPG - Direct Settlement - Accident Involving SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

Hi LKK

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

Thanks & Best Regards,

**Cecilia Lee**

Claims Department

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

**Sent:** Thursday, May 25, 2023 4:06 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: SNM23D203580/C02/SNF1398Z/LEEPG - Direct Settlement - Accident Involving SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

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Dear Sir / Madam,

We refer to the above matter.

Please 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)

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:** Friday, May 19, 2023 11:13 AM

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

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

**Subject:** SNM23D203580/C02/SNF1398Z/LEEPG - Direct Settlement - Accident Involving SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

Hi LKK

OI has not reported the accident. Attached herewith our letter of even date to insured.

Please follow up with insured for accident reporting and keep us updated.

Regards

Cecilia Lee

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

**Sent:** Friday, May 19, 2023 10:24 AM

**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 SNF1398Z (OI : CTI - TBA) and SHD3135J (TP : LKK REF - CC3/CTI23005103/Spa3) on 07/05/2023

**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 SHD 3135J at M/s ComfortDelGro Engineering Pte Ltd (Loyang) on 09/05/2023 on a WP basis 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 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](mailto:MeiKwan@lkkauto.com)

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## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 21 June 2023 5:36 PM  
**To:** Catherine Koh Mui Gek  
**Cc:** Admin A  
**Subject:** RE: SHD3135J AND SNF1398Z ON 07.05.23 \*\*\* LKK REF: CC3/CTI23005103/Spa3

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above matter.

Please be informed that our principal M/s CHINA TAIPING INSURANCE (S) PTE LTD had repudiated the claims in view of our insured has breach of policy terms and conditions.

Kindly re-direct your client's claim to our insured for redress.

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:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, June 8, 2023 1:40 PM  
**To:** Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** RE: SHD3135J AND SNF1398Z ON 07.05.23 \*\*\* LKK REF: CC3/CTI23005103/Spa3

Dear Sir / Madam,

We acknowledge receipt of your email / LOD.

Our respective case handler, **Hsiao Tong** will look into the matter and get back to you in due course.

*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)

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

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**From:** Sabrina Tan Quee Ping <[SabrinaTan@cdge.com.sg](mailto:SabrinaTan@cdge.com.sg)>

**Sent:** Thursday, June 8, 2023 12:01 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** Catherine Koh Mui Gek <[catherinekoh@cdge.com.sg](mailto:catherinekoh@cdge.com.sg)>

**Subject:** SHD3135J AND SNF1398Z ON 07.05.23

WITHOUT PREJUDICE

Dear Sirs

M/s LKK Auto Consultants Pte Ltd

Attached are our LOD documents for the above subject matter.

Kindly review and settle our claims amicably with our Ms Catherine Koh who is copied herein.

Tel: 6214 8733      Email: [catherinekoh@cdge.com.sg](mailto:catherinekoh@cdge.com.sg)

Thank you

Best Regards

Sabrina Tan

Claims Department / ComfortDelGro Engineering Pte Ltd

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