

Veron Chen (LKKAUTO)

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Sent: Wednesday, 23 October 2024 11:42 AM
To: Veron Chen (LKKAUTO); SUR
Subject: RE: Please take note ; RE: LKK(OD FIRE) \ CMTD2403237/GPL ; Vehicle SKX1759G Accident on 06/10/2024

Dear Veron,

Thank you and noted with thanks.

**GNOH PAU LOONG**

Claims Division
50 Raffles Place
#03-03 Singapore Land Tower
Singapore 048623
D: +65 6329 5217
T: +65 6461 6555
E: pauloong.gnoh@sompo.com.sg
sompo.com.sg

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, October 23, 2024 11:40 AM
To: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: Please take note ; RE: LKK(OD FIRE) \ CMTD2403237/GPL ; Vehicle SKX1759G Accident on 06/10/2024

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Dear Pau Loong,

As requested.

RE: New Fire Report Application - FR2024100910600--SKX 1759G



Shahril SULAIMAN (SCDF) <Shahril_SULAIMAN@scdf.gov.sg>

To: Veron Chen (LKKAuto)

Cc: Nick LI (SCDF)

Dear Sir/Madam,

Thank you for the verification.

We refer to your application dated 09 October 2024 for a copy of the fire report with the following details:

2. Transaction Number : FR2024100910600
3. Reference Number : /20241006/1032
4. Incident Location : Pinevale, 4 Tampines Street 71, Singapore 528824
5. We acknowledge your application and will process the requested report.
6. Please note that the average minimum waiting time for the application is 6 – 8 weeks from the start of the case. We will provide you the report as soon as it is ready.
7. Thank you.



Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

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)

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

Sent: Wednesday, 23 October 2024 11:34 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Please take note ; RE: LKK(OD FIRE) \ CMTD2403237/GPL ; Vehicle SKX1759G Accident on 06/10/2024

Dear Ms Veron,

With reference to your email below, please advise if you receive the email acknowledgement from SCDF ?

If yes, please provide the screenshot, thank you.

**GNOH PAU LOONG**

Claims Division

50 Raffles Place

#03-03 Singapore Land Tower

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>**Sent:** Wednesday, October 23, 2024 11:31 AM**To:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; SUR <sur@lkkauto.com>**Subject:** RE: Please take note ; RE: LKK(OD FIRE) \ CMTD2403237/GPL ; Vehicle SKX1759G Accident on 06/10/2024

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Dear Pau Loong,

Please be informed that we have apply SCDF fire report on 9/10/24 as per Ms Thelma instruction.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltdphone: 6256-3561 | email: sur@lkkauto.com fax:6256-4315

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

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>**Sent:** Wednesday, 23 October 2024 11:00 AM**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>**Subject:** Please take note ; RE: LKK(OD FIRE) \ CMTD2403237/GPL ; Vehicle SKX1759G Accident on 06/10/2024

Dear M/s LKK AUTO,

Following up from the email below, please note that we have already informed our investigator to procure the SCDF report and

in view of this, **please do not purchase the report from your end and kindly acknowledge this email**, thank you.



GNOH PAU LOONG

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

Sent: Tuesday, October 8, 2024 4:52 PM

To: Choo, Thelma <thelma.choo@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: LKK(OD FIRE) \ CMTD2403237/GPL(THE) | Vehicle SKX1759G Accident on 06/10/2024

CAUTION: This Email is from an EXTERNAL source. Ensure you trust this sender (Email) before replying or clicking on any links and open attachments.

Dear Thelma,

Enclosed preliminary revised of vehicle SKX 1759G
Date of survey: 8/10/2024

Vehicle recommended Total Loss

Pending for investigation and SCDF fire report.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

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)

From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Sent: Tuesday, 8 October 2024 8:21 AM

To: Choo, Thelma <thelma.choo@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: LKK(OD FIRE) \ CMTD2403237/GPL(THE) | Vehicle SKX1759G Accident on 06/10/2024

Dear Thelma,

Thank you for the assignment.

Please be informed that **Ms. Veron** is the handler of this case who can be contacted at 6256 3561/
veronchen@lkkauto.com

Best Regards,

Hueh Yin | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Choo, Thelma <thelma.choo@sompo.com.sg>

Sent: Monday, October 7, 2024 5:05 PM

To: Teo, Grace <grace.teo@sompo.com.sg>; boo <boo@kanfs.net>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; admin-d <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: LKK(OD FIRE) \ CMTD2403237/GPL(THE) | Vehicle SKX1759G Accident on 06/10/2024

Dear LKK Auto,

We refer to the email below

Please assist to conduct survey and also investigation as to what causes the fire

At the same time please purchase the SCDF fire report

Thank you



Thelma Choo

Claims Division

50 Raffles Place

#03-03 Singapore Land Tower

Singapore 048623

D: +65 6322 4681

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disclosure is required or authorised by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

From: Teo, Grace <grace.teo@sompo.com.sg>

Sent: Monday, October 7, 2024 5:01 PM

To: boo <boo@kanfs.net>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; Choo, Thelma <thelma.choo@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Patricia (KFS) <patricia@kanfs.net>; MT Tan (KFS) <mttan@kanfs.net>; Alice (KFS) <alicechau@kanfs.net>

Subject: LKK(OD FIRE) \ CMTD2403237/GPL(THE) | Vehicle SKX1759G Accident on 06/10/2024

Our Reference: CMTD2403237/GPL(THE)

Your Reference: SKX1759G

Dear Ms Boo,

We acknowledged receipt of your claim documents and have arranged **LKK Auto** to conduct the survey.

Please be informed that **Mr. Gnoh Pau Loong** is the handler of this case who can be contacted at 63295 217/
PauLoong.Gnoh@sompo.com.sg

Hi **LKK Auto**,

Please arrange the named surveyors to conduct the motor survey for **SKX1759G** on **Own Damage** basis.

Please revert with your preliminary report upon completion of survey to my colleague, **Mr Pau Loong / Ms. Thelma** for Authorisation.

*For motor surveys, you can send your emails to motorsurvey@sompo.com.sg

*For Letter of Demands/new email correspondences, please direct your emails to claimsreport@sompo.com.sg .



Grace Teo

Claims Division

50 Raffles Place

#03-03 Singapore Land Tower

Singapore 048623

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From: boo <boo@kanfs.net>

Sent: Monday, October 7, 2024 11:54 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Patricia (KFS) <patricia@kanfs.net>; MT Tan (KFS) <mttan@kanfs.net>; Alice (KFS) <alicechau@kanfs.net>

Subject: Re : Vehicle SKX1759G Accident on 06/10/2024 (OD Fire case)

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Dear Sir / Madam,

Please refer to attached vehicle SKX1759G accident report and kindly assist to register OD claim and survey

Vehicle Number : SKX1759G

Date of accident : 06/10/2024

Date of survey : 08/10/2024 (Tuesday) car tow in

Survey location: Blk 8 JTC Defu Industrial City #04-29 Defu South Street 1, Singapore 533758

Contact person : Ms. Patricia , Ms. Boo

No estimate due to fire case.

Thanks.

Regards,
Boo (Ms.)
Kan Fook Sing Motor Workshop
Blk 8 JTC Defu Industrial City
#04-29 Defu South Street 1,
Singapore 533758
Tel: 6747 9560
Fax: 6748 1006