

## Shiau Chan (LKKAuto)

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**From:** Claims @ Chia Auto Services <claims@chiaauto.sg>  
**Sent:** Thursday, 15 August 2024 10:35 AM  
**To:** Shiau Chan (LKKAuto)  
**Cc:** SUR  
**Subject:** Re: Please forward repair estimate, video, scene photos ; Sompo ref: CMTD2402087/GPL ; SMU874E-TOYOTA LEXUS (PRE-INSPECTION) ; YOUR REF EY64A ( SOMPO)-ACCIDENT ON 25/06/2024

Dear All,

We confirm of Lump Sum \$2,700.00 before GST with 3 days of repair

Thank You.

Best Regards,

**Ms Hong**

**Chia Auto Services Pte Ltd**

**E:** [claims@chiaauto.sg](mailto:claims@chiaauto.sg)

**T:** 6243 1373 **F:** 6243 1376

23 Kaki Bukit Avenue 4 #04-01 Singapore 415933



On Wed, 14 Aug 2024 at 15:47, Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)> wrote:

Dear Ms Hong,

WITHOUT PREJUDICE

We will be advising our principal a cost of repair of Lump Sum \$2,700.00 before GST with 3 days of repair, subject to their approval.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)>

**Sent:** Wednesday, August 14, 2024 12:02 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** Re: Please forward repair estimate, video, scene photos ; Sompo ref: CMTD2402087/GPL ; SMU874E-TOYOTA LEXUS (PRE-INSPECTION) ; YOUR REF EY64A ( SOMPO)-ACCIDENT ON 25/06/2024

Hi All,

Please confirm the finalised amount and days with us.

Please see the attached file After Repair Photo for your reference.

Thank You.

Best Regards,

**Ms Hong**

**Chia Auto Services Pte Ltd**

**E:** [claims@chiaauto.sg](mailto:claims@chiaauto.sg)

**T:** 6243 1373 **F:** 6243 1376

23 Kaki Bukit Avenue 4 #04-01 Singapore 415933



On Tue, 2 Jul 2024 at 10:16, Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)> wrote:

Hi Pau Loong,

We Refer Below,any updates?

Thank You.

Best Regards,

**Ms Hong**

**Chia Auto Services Pte Ltd**

**E:** [claims@chiaauto.sg](mailto:claims@chiaauto.sg)

**T:** 6243 1373 **F:** 6243 1376

23 Kaki Bukit Avenue 4 #04-01 Singapore 415933



On Fri, 28 Jun 2024 at 10:12, Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)> wrote:

Hi Pau Loong,

can you forwards us your insured statement and we would like check liability for this case

Thank You.

Best Regards,

**Ms Hong**

**Chia Auto Services Pte Ltd**

**E:** [claims@chiaauto.sg](mailto:claims@chiaauto.sg)

**T:** 6243 1373 **F:** 6243 1376

23 Kaki Bukit Avenue 4 #04-01 Singapore 415933



On Tue, 25 Jun 2024 at 17:52, Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)> wrote:

Hi Pau Loong,

Please refer attach VIDEO FOOTAGE for your reference

2020-01-01 21\_19\_48.86().mp4Error! Filename not specified.

2020-01-01 21\_19\_48.86.mp4Error! Filename not specified.

Thank You.

Best Regards,

**Ms Hong**

**Chia Auto Services Pte Ltd**

**E:** [claims@chiaauto.sg](mailto:claims@chiaauto.sg)

**T:** 6243 1373 **F:** 6243 1376

23 Kaki Bukit Avenue 4 #04-01 Singapore 415933



On Tue, 25 Jun 2024 at 17:19, Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)> wrote:

Dear Sir / Madam,

With reference above, please forward the repair estimate, video, scene photos, as we are following up for this

not yet report case, thank you.

Best Regards

**Mr Gnoh Pau Loong**

Claims Division

**D:** 6329 5217 | **T:** 6461 6555



**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #03-03, Singapore Land Tower, Singapore 048623

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

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**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Sent:** Tuesday, June 25, 2024 4:24 PM

**To:** Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** LKK/nr \ CMTD2402087/GPL | SMU874E-TOYOTA LEXUS (PRE-INSPECTION) ; YOUR REF EY64A ( SOMPO)- ACCIDENT ON 25/06/2024

Without Prejudice

Our Reference : CMTD2402087/GPL  
Your Reference: SMU874E

Dear Ms Hong,

We refer to your claim notification and have appointed **LKK AUTO** to conduct the pre-repair survey of your client's vehicle.

Please be informed that we have yet to receive our insured's accident report.

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](mailto:PauLoong.Gnoh@sompo.com.sg)

The survey is conducted on a without Prejudice and without any admission of liability basis.

Hi **LKK Auto**,

Please arrange the named surveyors to conduct the survey for **SMU874E** on a without Prejudice and any admission of liability basis.

Please be informed that we have yet to receive our insured's accident report.

Please revert your report upon completion of survey to my colleague, **Mr. Pau Loong**.

Thank you.

\*NO oi sas

[Working From Home with effect from 06 April 2020]

Best Regards

**Grace Teo**

Claims Division

**D:** 6329 5170 | **T:** 6461 6555

**\*For motor surveys, you can send your emails to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg).**

**\*For Letter of Demands/new email correspondences, please direct your emails to [claimsreport@sompo.com.sg](mailto:claimsreport@sompo.com.sg).**



Innovation for Wellbeing

**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

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**From:** Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)>

**Sent:** Tuesday, June 25, 2024 1:08 PM

**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>

**Subject:** Re: SMU874E-TOYOTA LEXUS (PRE-INSPECTION) ; YOUR REF EY64A ( SOMPO)-ACCIDENT ON 25/06/2024

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Hi All,

we would like request 10 Name list surveyor for our single expert

Thank You.

Best Regards,

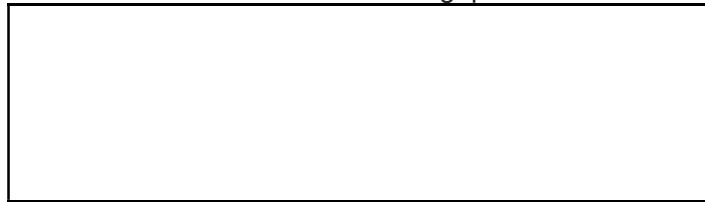
**Ms Hong**

**Chia Auto Services Pte Ltd**

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23 Kaki Bukit Avenue 4 #04-01 Singapore 415933



On Tue, 25 Jun 2024 at 13:07, Claims @ Chia Auto Services <[claims@chiaauto.sg](mailto:claims@chiaauto.sg)> wrote:

Dear Sir/Madam,

**ACCIDENT INVOLVING SMU874E & EY64A ALON PUNGGOL ROAD TOWARDS TPE  
(KPE/PIE) ON 25/06/2024 AT ABOUT 09:10 HOURS**

A copy of the GIA is attached and please arrange for **PRI-Inspection**.

Please kindly let us know the liability of this case and provide us a copy of your insured statement and sketch plan for documentation.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Please be informed that said vehicle can be inspected at:

**Workshop:** Chia Auto Services Pte Ltd

**Address:** 23 Kaki Bukit Avenue 4, Vicom Inspection Centre, #04-01 Singapore 415933

*In the event you fail to conduct the pre-repair survey within the next 2 working days, excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you.*

Thank you.

**Ms Hong**

**Chia Auto Services Pte Ltd**

**E:** [claims@chiaauto.sg](mailto:claims@chiaauto.sg)

**T:** 6243 1373 **F:** 6243 1376

23 Kaki Bukit Avenue 4 #04-01 Singapore 415933

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