

## Veron Chen (LKKAUTO)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 14 August 2018 2:44 PM  
**To:** Gnoh, Pau Loong; Admin nht  
**Cc:** Reena; Ye, Yong Kang Melvin; Teo, Grace; Admin-D (LKKAUTO); assignments; Han, Bernard; SUR  
**Subject:** RE: Direct Settle ; RE: CMTD1802777/GPL - SUV(LKK)/ GBD2586T & XB7128A ACC ON 26.06.18

Dear Pau Loong,

Content noted.

Best Regards,

**Veron Chen** | Case Handler

**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:** Tuesday, 14 August 2018 2:41 PM  
**To:** Admin nht <admin@nhtmotor.com>  
**Cc:** Reena <reena@nhtmotor.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; Han, Bernard <Bernard.han@sompo.com.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** Direct Settle ; RE: CMTD1802777/GPL - SUV(LKK)/ GBD2586T & XB7128A ACC ON 26.06.18

Dear Ms Sukyi,

With reference to the above, thank you for your patience and we would like to direct settle for this case.

Please liaise with M/s LKK for finalisation.

By copy to Ms Veron,

Kindly take note and assist in the above, thank you.

Best Regards

**Gnoh Pau Loong**

Claims Division

**D:** 6329 5217 | **T:** 6461 6555 | **F:** 6221 3147



**A Century of Trust**

**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #05-01/06 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)

Quick & Easy Claims Submission<sup>1</sup> & Product Purchase<sup>2</sup> via Sompō SG



<sup>1</sup> For Travel, Personal Accident & Home Insurance | <sup>2</sup> For Travel, Personal Accident, Home & Private Motor Insurance

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompō Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

**From:** Admin nht [<mailto:admin@nhtmotor.com>]

**Sent:** Thursday, 12 July, 2018 9:37 AM

**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** Reena <[reena@nhtmotor.com](mailto:reena@nhtmotor.com)>; Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Han, Bernard <[Bernard.han@sompo.com.sg](mailto:Bernard.han@sompo.com.sg)>

**Subject:** Re: On Hold ( Direct Settle) ; RE: CMTD1802777/GPL - SUV(LKK)/ GBD2586T & XB7128A ACC ON 26.06.18

Without Prejudice

Hi Pau Loong

Refer your email dd06.07.18 last Friday, please kindly update us the status.

Your reply much appreciated.

Best Regards,

*Sukyi*

**NEW HOCK TECK MOTOR PTE. LTD.**

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay@Kaki Bukit S(417883)  
Tel: 6747 9241 Fax: 6741 7276



On Fri, Jul 6, 2018 at 11:36 AM, Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)> wrote:

Dear M/s SM AUTOMOTIVE,

With reference to the captioned, we have received new developments from our insured and in view of this new information, we are unable to commit to a direct settlement until

we have fully review this case.

We apologise for any inconvenience and we will revert to you as soon as possible.

Best Regards

**Gnoh Pau Loong**

Claims Division

**D:** 6329 5217 | **T:** 6461 6555 | **F:** 6221 3147



**Sompo Insurance Singapore Pte. Ltd.**

[50 Raffles Place, #05-01/06 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)

**Quick & Easy Claims Submission<sup>1</sup> & Product Purchase<sup>2</sup> via Sompo SG**



<sup>1</sup> For Travel, Personal Accident & Home Insurance | <sup>2</sup> For Travel, Personal Accident, Home & Private Motor Insurance

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom

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

---

**From:** Gnoh, Pau Loong  
**Sent:** Monday, 2 July, 2018 4:31 PM  
**To:** Admin nht <[admin@nhtmotor.com](mailto:admin@nhtmotor.com)>; Reena <[reena@nhtmotor.com](mailto:reena@nhtmotor.com)>  
**Cc:** Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** Direct Settle ; RE: CMTD1802777/GPL - SUV(LKK)/ GBD2586T & XB7128A ACC ON 26.06.18

Dear Sir / Madam,

With reference to the above, we would like to direct settle for this case and please liaise with agreed surveyor for finalisation, thank you.

Best Regards

**Gnoh Pau Loong**

Claims Division

**D:** 6329 5217 | **T:** 6461 6555 | **F:** 6221 3147



**A Century of Trust**

**Sompo Insurance Singapore Pte. Ltd.**

**50 Raffles Place, #05-01/06** 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)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom

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

---

**From:** Teo, Grace  
**Sent:** Monday, 2 July, 2018 4:00 PM  
**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** Admin nht <[admin@nhtmotor.com](mailto:admin@nhtmotor.com)>; Reena <[reena@nhtmotor.com](mailto:reena@nhtmotor.com)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>  
**Subject:** CMTD1802777/GPL - SUV(LKK)/ GBD2586T & XB7128A ACC ON 26.06.18

Our Reference: CMTD1802777/GPL

Dear **LKK AUTO/ MARCUS**,

Please make arrangement to conduct the survey for XB7128A.

Please be informed that Gnoh Pau Loong the handler of this case.

Best Regards

**Grace Teo**

Claims Division

**D:** 6329 5170 | **T:** 6461 6555 | **F:** 6221 3147



**A Century of Trust**

**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #05-01/06 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)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

**From:** Admin nht [<mailto:admin@nhtmotor.com>]

**Sent:** Monday, July 02, 2018 3:52 PM

**To:** Teo, Grace

**Cc:** Reena; Gnoh, Pau Loong; Ye, Yong Kang Melvin

**Subject:** Re: CMTD1802777/GPL - PRI/ GBD2586T & XB7128A ACC ON 26.06.18

Without Prejudice

Hi Grace

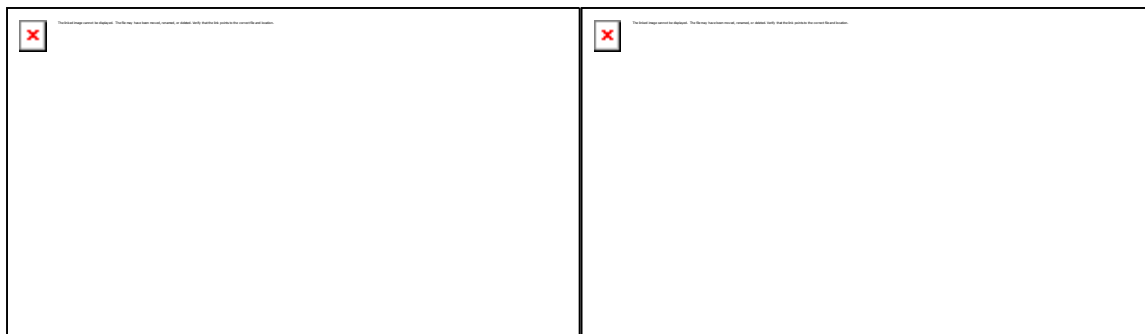
Please arrange for Marcus Chua of LKK Auto.

**Sukyi**

**SM AUTOMOTIVE**

**1 Kaki Bukit Avenue 6, #01-43 Block C @ Autobay, Singapore 417883**

**T: 6747 9241 | F: 6741 7276**



On Mon, Jul 2, 2018 at 3:05 PM, Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)> wrote:

Our Reference : CMTD1802777/GPL

Your Reference: XB7128A

**Without Prejudice**

Date: 2<sup>nd</sup> July 2018

**Attention:**

**M/S SM AUTOMOTIVE**

Dear Sukyi,

**ACCIDENT INVOLVING GBD2586T & XB7128A ON 26.06.2018**

We refer to your Notice of Accident dated 02/07/2018.

Please be informed that Gnoh Pau Loong the handler of this case.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert.

**Pre-Repair Survey**

|  | Motor Surveyor | Surveyor | Selection (Indicate as tick) |
|--|----------------|----------|------------------------------|
|--|----------------|----------|------------------------------|

|   |                                  |                           |  |
|---|----------------------------------|---------------------------|--|
| 1 | Raleigh Services                 | Andrew Ow Yong            |  |
|   |                                  | Vincent Ng                |  |
| 2 | LKK Auto Consultants             | Kenneth Kong (North area) |  |
|   |                                  | Marcus Chua (East area)   |  |
|   |                                  | Mohd Rasul (West area)    |  |
|   |                                  | Mohd Taufikh (West area)  |  |
| 3 | Priority Services                | Jimmy Lee                 |  |
|   |                                  | Lawrence Ng               |  |
|   |                                  | Jeffrey Ong               |  |
| 4 | JP Knights Adjusters & Surveyors | Jason Lek                 |  |
| 5 | In House surveyor                | Teo See Ling              |  |

Please let us know within **two (2) working days** whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select up to two of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Best Regards

**Grace Teo**

Claims Division

**D:** 6329 5170 | **T:** 6461 6555 | **F:** 6221 3147



**A Century of Trust**

**Sompo Insurance Singapore Pte. Ltd.**

[50 Raffles Place, #05-01/06 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)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompoo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

**From:** Admin nht [mailto:[admin@nhtmotor.com](mailto:admin@nhtmotor.com)]

**Sent:** Monday, July 02, 2018 12:20 PM

**To:** Claims - Motor Survey

**Cc:** Reena

**Subject:** XB7128A CLAIMING AGAINST GBD2586T DOA:26.06.18

Without Prejudice

Hi Motor Claim Dept

Please send us your surveyor list, thanks.

Please take note this claim under SM Automotive

**Sukyi**

**SM AUTOMOTIVE**

**1 Kaki Bukit Avenue 6, #01-43 Block C @ Autobay, Singapore 417883**

**T: 6747 9241 | F: 6741 7276**

