

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Wednesday, 9 October 2019 10:48 AM
To: Chan, Shu Hui Agnes; Admin-D (LKKAuto); assignments
Cc: SUR
Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Agnes,

1. Whether the rear bumper parts are reasonable to ship in or reasonable to seek from other supplier etc. Borneo Motors.

Ans: The bumper is aftermarket and non-original hence may not be available locally. Some aftermarket body parts may also require to be custom made.

2. Whether it is reasonable to drive the damaged vehicle while waiting for the parts to arrive

Ans: The vehicle is driveable whilst waiting for the parts arrived however some security work like using tape needs to be done to at least secure the bumper and prevent from dislodging when driving.

Best Regards,

Denise Tay | 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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Monday, 30 September 2019 5:05 PM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Agnes,

We will check and get back to you.

Best Regards,

Denise Tay | 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: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Monday, 30 September 2019 4:50 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Denise

We refer to the above matter.

Please advise as follows:

1. whether the rear bumper parts are reasonable to ship in or reasonable to seek from other supplier etc. Borneo Motors.
2. Whether it is reasonable to drive the damaged vehicle while waiting for the parts to arrive

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | T: 6461 6555 | F: 6221 3147



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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Thursday, 21 February, 2019 3:29 PM

To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Agnes,

Enclosed soft copy of the paper survey report, hard copy will follow up to your good office.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Friday, 15 February 2019 2:20 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear LKK

Please forward the paper resurvey report.

Thank you.

Best Regards

Agnes Chan

Claims Division

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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Friday, 18 January, 2019 9:44 AM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Agnes,

Noted with thanks.

Best Regards,

Catherine Chong | 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: Chan, Shu Hui Agnes [<mailto:agnes.chan@sompo.com.sg>]

Sent: Friday, 18 January, 2019 8:37 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Catherine

We herewith enclosed the photographs of SLS5510U for your attention.

Thank you.

Best Regards

Agnes Chan

Claims Division

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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 17 January, 2019 4:31 PM

To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Agnes,

Thank you for the assignment.

Best Regards,

Catherine Chong | 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: Chan, Shu Hui Agnes [<mailto:agnes.chan@sompo.com.sg>]

Sent: Thursday, 17 January, 2019 3:52 PM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: sur@lkkauto.com

Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear LKK

We refer to the above matter.

We herewith enclosed GIA reports, the repair bill, the photographs and the survey report for your attention.

Please prepare the paper resurvey of SLS5510U.

Please forward the report with the market value status within 5 days.

Thank you.

Best Regards

Agnes Chan

Claims Divison

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From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: Friday, 10 August, 2018 3:04 PM

To: Teo, Grace <grace.teo@sompo.com.sg>; ASSIGNMENTS@LKKAUTO.COM

Cc: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>;

sur@lkkauto.com

Subject: RE: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Friday, 10 August 2018 11:36 AM

To: Chin Hui Xin <huixin@n51.com.sg>; admin-d@lkkauto.com; assignments@lkkauto.com

Cc: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Subject: CMTD1803403/AGC - SUV(LKK)/ FBL4040X & SLS5510U ACC ON 07.08.18

Our Reference : CMTD1803403/AGC

Your Reference: SLS5510U

Without Prejudice

Date: 8th August 2018

Attention:

M/S N-51 AUTOMOTIVE PTE LTD

Dear Melody,

ACCIDENT INVOLVING FBL4040X & SLS5510U ON 07.08.2018

We refer to your email reply of today.

We do not agree to your list of surveyors.

As such, we will be appointing our motor surveyor, **LKK AUTO** to conduct the pre-repair survey of your client's vehicle.

The pre-repair survey will include a survey of the vehicle when its damaged parts are being dismantled prior to the commencement of repairs.

We would like our motor surveyor to conduct a post repair inspection once your client's vehicle has been repaired.

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

Yours faithfully,

Best Regards

Grace Teo

Claims Division

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From: Chin Hui Xin [<mailto:huixin@n51.com.sg>]

Sent: Friday, August 10, 2018 11:28 AM

To: Teo, Grace

Cc: Chan, Shu Hui Agnes; Ye, Yong Kang Melvin; Henry, Irene James

Subject: Re: CMTD1803403/AGC - PRI/ FBL4040X & SLS5510U ACC ON 07.08.18

Dear Sir/Madam,

We refer to your list of motor surveyors proposed.

We do not agree to your list of motor surveyors.

Please see attached.

Thank you

Regards,

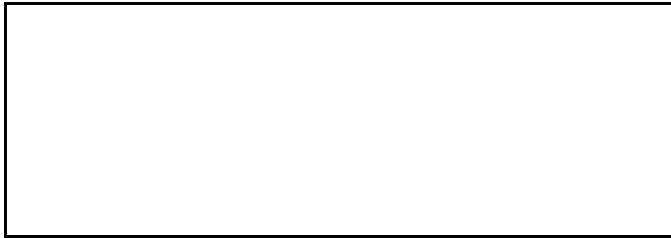
Melody Chin

N-51 Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg



On Wed, Aug 8, 2018 at 5:58 PM, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference : CMTD1803403/AGC

Your Reference: SLS5510U

Without Prejudice

Date: 8th August 2018

Attention:

M/S N-51 AUTOMOTIVE PTE LTD

Dear Melody,

ACCIDENT INVOLVING FBL4040X & SLS5510U ON 07.08.2018

We refer to your Notice of Accident dated 08/08/2018.

Please be informed that Agnes Chan 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

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From: Chin Hui Xin [mailto:huixin@n51.com.sg]

Sent: Wednesday, August 08, 2018 11:54 AM

To: Claims - Motor Survey

Subject: SLS5510U & FBL4040X- NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 3 WORKING DAYS

Dear Sir/Madam,

As per above subject,

Please refer attachment and:-

Kindly propose / provide your 10 surveyors.

Thank you...

Regards,

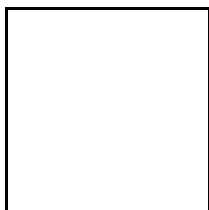
Melody Chin

N-51 Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

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