

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 12 May 2020 5:26 pm
To: Bryan Ang (LKKAuto); Celine Fong (LKKAuto)
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Marcus informed repairer agreed reduce the repair cost to L/S \$ 18,800.00 before GST.

Please do let me know how to revert Agnes email after your all review.

Thank you.

Best Regards,

Shirley Hiew | 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)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 12 May 2020 2:43 pm
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Subject: FW: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672
Importance: High

Kindly refer email below from Agnes. How should I reply?

Thank you.

Best Regards,

Shirley Hiew | 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)

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From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Tuesday, 12 May 2020 2:27 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672
Importance: High

Dear Shirley

Please advise what is the reasonable COR of SLR3733L.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | T: 6461 6555



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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, May 8, 2020 6:21 PM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Han, Bernard <Bernard.han@sompo.com.sg>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

EXTERNAL SENDER: Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Agnes,

They do not agree on the offer, please refer to the advertisement given by repairer.

Thank you.

Best Regards,

Shirley Hiew | 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)

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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, 22 April 2020 4:21 pm
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Han, Bernard <Bernard.han@sompo.com.sg>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Agnes,

We refer to your below email above matter.

Our surveyor will try to re-negotiate the repair cost with repairer.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Wednesday, 22 April 2020 9:46 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Han, Bernard <Bernard.han@sompo.com.sg>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Shirley

We refer to the above matter.

Our view of the reasonable COR at 15K.

Please offer at 15K.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327 | T: 6461 6555



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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 6 March, 2020 10:37 AM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Agnes,

According to our surveyor, we recalculate the nett value as per your source of Market Value as follows:

Market Value - \$ 36,700.00
LTA Rebate - \$ 18,388.00
Nett Value - \$ 18,312.00

We had offered the Nett Value \$ 18,312.00 to bodyshop, they will check & revert.

Thank you.

Best Regards,

Shirley Hiew | 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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, 4 March 2020 5:23 pm
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Agnes,

We refer to your below email above matter.

Our surveyor will re-negotiate the reasonable repair cost with repairer based on your advertisement.

Thank you.

Best Regards,

Shirley Hiew | 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, 2 March 2020 2:28 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Shirley

Dear Shirley

We refer to the above matter.

Advertisements from SgCarMart showed the prices are lower (please see the attachment).

Please confirm the cost of repair for SLR3733L is reasonable.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327 | T: 6461 6555



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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Friday, 28 February, 2020 5:47 PM

To: Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Agnes,

We refer to your below email above matter.

MV - \$ 38,000.00 (estimated)

LTA - \$ 18,388.00

Nett - \$ 19,612.00

Thank you.

Best Regards,

Shirley Hiew | 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)

Thank you.

Best Regards,

Shirley Hiew | 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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 27 February 2020 6:04 pm
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672

Dear Agnes,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | 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: Thursday, 27 February 2020 9:54 am
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: Survey Report & Invoice of Vehicle SLR 3733L ; SOMPO REF: CMTD1905672
Importance: High

Dear LKK

Please advise market Value, salvage value and limit of repair (if any) of SLR3733L.

Thank you.

Best Regards

Agnes Chan

Claims Division

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



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From: Elaine (LKK Auto) <report@lkkauto.com>

Sent: Monday, 20 January, 2020 3:32 PM

To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Cc: Claims - Motor Survey <MotorSurvey@sompo.com.sg>; sur@lkkauto.com

Subject: Survey Report & Invoice of Vehicle SLR 3733L

Dear Melvin,

Enclose Survey Report of SLR 3733L.

Thank you.



Best Regards,

“Wishing you a Happy and Prosperous Lunar New Year”

Hueyyon | Reports
LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1,