

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Thursday, 16 April 2020 5:14 PM  
**To:** Chan, Shu Hui Agnes  
**Cc:** SUR; Teo, Grace  
**Subject:** RE: CMTD1905642/AGC - OD SKA326A ACC ON 29.11.19 \ - PLS ARR SUV ON MONDAY 16/12/19 (OWNER WAITING)  
**Attachments:** SKA326A PRELI. ADVICE.pdf; SKA326 SUPP.pdf

Dear Agnes,

Enclosed herewith 2<sup>nd</sup> preliminary advice of SKA 326A.  
Kindly approve on supplementary.

**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.**

Thanks & Regards,

Shiau Chan (Ms)  
LKK Auto Consultants Pte Ltd

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**From:** Chan, Shu Hui Agnes [mailto:agnes.chan@sompo.com.sg]  
**Sent:** Monday, 16 December 2019 4:30 PM  
**To:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>  
**Subject:** RE: CMTD1905642/AGC - OD SKA326A ACC ON 29.11.19 \ - PLS ARR SUV ON MONDAY 16/12/19 (OWNER WAITING)

Dear Shiau

Please authorise OD repair of SKA326A and the excess is waived.

Thank you.

Best Regards

**Agnes Chan**

Claims Divison

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



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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Monday, 16 December, 2019 4:08 PM

**To:** Teo, Grace <[grace.teo@sampo.com.sg](mailto:grace.teo@sampo.com.sg)>; Chan, Shu Hui Agnes <[agnes.chan@sampo.com.sg](mailto:agnes.chan@sampo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Ye, Yong Kang Melvin <[melvin.ye@sampo.com.sg](mailto:melvin.ye@sampo.com.sg)>; Henry, Irene James <[irene.henry@sampo.com.sg](mailto:irene.henry@sampo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: CMTD1905642/AGC - OD SKA326A ACC ON 29.11.19 \ - PLS ARR SUV ON MONDAY 16/12/19 (OWNER WAITING)

Dear Agnes,

Enclosed herewith preliminary advice of SKA 326A.

We have not authorise repair.

*Best Wishes for Merry Christmas & Happy New Year 2020*

Best Regards,

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

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

**Sent:** Friday, 13 December 2019 4:15 PM

**To:** 'Teo, Grace' <[grace.teo@sampo.com.sg](mailto:grace.teo@sampo.com.sg)>; 'Chan, Shu Hui Agnes' <[agnes.chan@sampo.com.sg](mailto:agnes.chan@sampo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'Ye, Yong Kang Melvin' <[melvin.ye@sampo.com.sg](mailto:melvin.ye@sampo.com.sg)>; 'Henry, Irene James' <[irene.henry@sampo.com.sg](mailto:irene.henry@sampo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: CMTD1905642/AGC - OD SKA326A ACC ON 29.11.19 \ - PLS ARR SUV ON MONDAY 16/12/19 (OWNER WAITING)

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 16/12/2019.



**Wishes you a Merry Christmas & Happy New Year 2020**

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Friday, 13 December 2019 9:25 AM

**To:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>;

'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'admin-d@lkkauto.com' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>; Henry, Irene James <[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg)>

**Subject:** CMTD1905642/AGC - OD SKA326A ACC ON 29.11.19 \ - PLS ARR SUV ON MONDAY 16/12/19 (OWNER WAITING)

**Importance:** High

Our Reference: CMTD1905642/AGC

Your Reference: SKA326A

Hi Zuhri,

We acknowledged receipt of your claim documents.

Kindly re-direct your future motor claims survey request to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)

Please be informed that **Ms. Agnes Chan** is the handler of this case who can be contacted at 63295 327/  
[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg) .

Please be informed, we have appointed **LKK AUTO** to survey the above vehicle.

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Aside to **LKK AUTO**,

Please assist to conduct motor survey on **Own Damage** basis.

Please revert with your preliminary report upon completion of survey to my colleague, Ms. Agnes for authorisation.

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Aside to Agnes,

Please advise on the Excess and Authorisation.

**Our office will be closed on Christmas, New Year's Eve and New Year Day. Business will resume on 26<sup>th</sup> December 2019 and 2<sup>nd</sup> January 2020 respectively.**

**We wish you a Merry Christmas and a Happy New Year!**

Best Regards

**Grace Teo**

Claims Division

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

For motor claims survey request, please email to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)



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**From:** claimsreport <[claimsreport@sompo.com.sg](mailto:claimsreport@sompo.com.sg)>

**Sent:** Thursday, December 12, 2019 5:17 PM

**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>

**Subject:** FW: Survey SKA326A OD Recovery Claim

**Importance:** High

Hi Colleagues,

For your attention and necessary action please.

Best Regards  
**Raba'ah Mohd Ali**  
Claims Division  
T: 6461 6555 | F: 6221 3147



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**From:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>

**Sent:** Thursday, December 12, 2019 5:10 PM

**To:** claimsreport <[claimsreport@sompo.com.sg](mailto:claimsreport@sompo.com.sg)>

**Subject:** Survey SKA326A OD Recovery Claim

**Importance:** High

Hi,

Kindly assist to arrange survey as follows:

Date : 16/12/2019

Day : Monday

Time : 2.30PM -4.30PM(Waiting)

Please revert with confirmation.

Best Regards,

M.ZUHRI

Tan Chong Motor Sales Pte Ltd

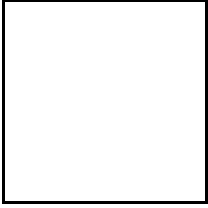
913 Bukit Timah Road

Singapore 589622

Tel: +65-64694091 :: DID: +65-67038916 :: Fax: +65-64697472

Email: [zuhri@tanchong.com](mailto:zuhri@tanchong.com)

Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)



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