

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Monday, 6 July 2020 5:14 pm
To: Chua, Gek Tiang Ruth
Cc: SUR; assignments
Subject: RE: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020
Attachments: PRELI ADVISE - SDV 9955Y.pdf

Dear Ruth,

Enclosed second preliminary revised of vehicle SDV 9955Y.

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) <ShirleyHiew@lkkauto.com>
Sent: Friday, 12 June 2020 4:39 pm
To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Dear Ruth,

Kindly inform we are still pending finalize from repairer and they will finalize with us as soon as possible.

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: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Sent: Friday, 12 June 2020 4:22 pm
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020
Importance: High

Dear all,

Please let us have the finalized survey report. Thank you.

Due to the evolving situation with Covid-19, we are working from home with effect from 03.04.2020 till further notice. Please expect delays in our replies during this time. We apologize for any inconvenience caused.

Best Regards

Ruth Chua

Claims Division

D: 6329 5153 | T: 6461 6555



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

Sent: Wednesday, January 8, 2020 5:47 PM

To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Dear Ruth,

Enclosed preliminary revised of vehicle SDV 9955Y.

“Wishing you a Happy and Prosperous Lunar New Year”



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

Sent: Monday, 6 January 2020 4:22 pm

To: 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>

Cc: 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; 'Henry, Irene James' <irene.henry@sompo.com.sg>; 'Chua, Gek Tiang Ruth' <ruth.chua@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Resend

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that due to unavailability of the appointed surveyor Mr. Kenneth Kong,

Repairer agreed our surveyor Mr. Xin Guo Qiang to survey the vehicle.

“Wishing you a Happiness and Prosperity New Year”

Best Regards

G.NIVITHA

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: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Monday, 6 January 2020 4:19 PM

To: 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments@lkkauto.com

Cc: 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; 'Henry, Irene James' <irene.henry@sompo.com.sg>; 'Chua, Gek
Tiang Ruth' <ruth.chua@sompo.com.sg>; sur@lkkauto.com

Subject: RE: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Dear Sir/Mdm,

Thank you for the assignment.

“Wishing you a Happiness and Prosperity New Year”

Best Regards

G.NIVITHA

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: Monday, 6 January 2020 11:20 AM

To: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>; chewgoon@singnet.com.sg; Eric
<eric@chewgoonmotor.com.sg>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com'
<assignments@lkkauto.com>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>; Chua, Gek

Tiang Ruth <ruth.chua@sompo.com.sg>

Subject: CMTD2000070/RUC - LKK/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Our Reference : CMTD2000070/RUC

Your Reference: SDV9955Y

Without Prejudice

EMAIL ONLY

Date: 06.01.2020

OUR Email: motorsurvey@sompo.com.sg

Attention:

M/S CHEW GOON MOTOR

Dear Kelly

ACCIDENT INVOLVING GBD7457A & SDV9955Y ON 03.01.2020

We refer to your email reply of today.

We will appoint Mr. Kenneth Kong of LKK Auto to conduct the survey.

Hi LKK AUTO,

Please make the arrangement to survey for **SDV9955Y** on a without prejudice basis and revert your report upon completion of survey to my colleague, **Ms. Ruth**.

Thank you.

Please note our office will be closed on 24th January 2020 (Friday). Business will resume on 28th January 2020 (Tuesday).

Wishing you a happy and prosperous Lunar New Year, filled with wealth, good health and success always!

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



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From: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>

Sent: Monday, January 6, 2020 11:16 AM

To: Teo, Grace <grace.teo@sompo.com.sg>; chewgoon@singnet.com.sg; Eric <eric@chewgoonmotor.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Subject: RE: CMTD2000070/RUC - PRI/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Dear Grace,

According to your list, we will prefer **LKK Auto Consultants - Kenneth Kong** to survey the vehicle.

Thanks & Regards,

Kelly

Chew Goon Motor

Blk 10, Ang Mo Kio Ind Park 2A,

Ave 5 #01-15 , 16 & 17,

Ang Mo Kio Autopoint

Singapore 568047

Tel : 6484 1626

Fax : 6484 0465

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

Sent: Monday, January 6, 2020 9:43:29 AM

To: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>; chewgoon@singnet.com.sg

<chewgoon@singnet.com.sg>; Eric <eric@chewgoonmotor.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Subject: CMTD2000070/RUC - PRI/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Our Reference : CMTD2000070/RUC

Your Reference: SDV9955Y

Without Prejudice
EMAIL ONLY

Date: 06.01.2020

OUR Email: motorsurvey@sompo.com.sg

Attention:
M/S CHEW GOON MOTOR

Dear Kelly

ACCIDENT INVOLVING GBD7457A & SDV9955Y ON 03.01.2020

We refer to your Notice of Accident dated 03.01.2020.

Please be informed that **Ms. Ruth Chua** is the handler of this case who can be contacted at 63295 153/
ruth.chua@sompo.com.sg.

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	
		Jeffery Ong	

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.

Please note our office will be closed on 24th January 2020 (Friday). Business will resume on 28th January 2020 (Tuesday).

Wishing you a happy and prosperous Lunar New Year, filled with wealth, good health and success always!

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



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From: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>

Sent: Friday, January 3, 2020 5:26 PM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; chewgoon@singnet.com.sg; Eric <eric@chewgoonmotor.com.sg>

Subject: SDV9955Y Claiming Against Your Insured: GBD7457A Accident Date: 03.01.2020

Dear Sir/Mdm,

Vehicle SDV9955Y is lying at our workshop.
Could you provide us with a list of 10 surveyors name.

Please advise.

Thanks & Regards,
Kelly

Chew Goon Motor

Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15 , 16 & 17,
Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626
Fax : 6484 0465

Sent from [Mail](#) for Windows 10

From: [Teo, Grace](#)

Sent: Monday, 6 January 2020 9:43 AM

To: [Chew Goon Motor\(ad3\)](#); chewgoon@singnet.com.sg; [Eric](#); [Chua, Gek Tiang Ruth](#)

Cc: [Ye, Yong Kang Melvin](#); [Henry, Irene James](#)

Subject: CMTD2000070/RUC - PRI/ GBD7457A & SDV9955Y Accident Date: 03.01.2020

Our Reference : CMTD2000070/RUC

Your Reference: SDV9955Y

Without Prejudice
EMAIL ONLY

Date: 06.01.2020

OUR Email: motorsurvey@sompo.com.sg

Attention:

M/S CHEW GOON MOTOR

Dear Kelly

ACCIDENT INVOLVING GBD7457A & SDV9955Y ON 03.01.2020

We refer to your Notice of Accident dated 03.01.2020.

Please be informed that **Ms. Ruth Chua** is the handler of this case who can be contacted at 63295 153/
ruth.chua@sompo.com.sg .

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	
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		Marcus Chua (East area)	
		Mohd Rasul (West area)	
		Mohd Taufikh (West area)	
3	Priority Services	Jimmy Lee	
		Lawrence Ng	
		Jeffery Ong	

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.

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Best Regards

Grace Teo

Claims Division

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

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From: Chew Goon Motor(ad3) <ad3@chewgoonmotor.com.sg>

Sent: Friday, January 3, 2020 5:26 PM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; chewgoon@singnet.com.sg; Eric <eric@chewgoonmotor.com.sg>

Subject: SDV9955Y Claiming Against Your Insured: GBD7457A Accident Date: 03.01.2020

Dear Sir/Mdm,

Vehicle SDV9955Y is lying at our workshop.
Could you provide us with a list of 10 surveyors name.

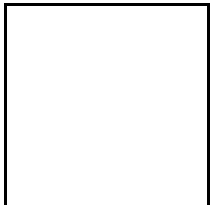
Please advise.

Thanks & Regards,
Kelly

Chew Goon Motor

Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15 , 16 & 17,
Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626
Fax : 6484 0465

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