

**Veron Chen (LKKAuto)**

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**From:** eva.kok@eurokars.com.sg  
**Sent:** Monday, 10 February 2020 3:31 PM  
**To:** grace.teo@sompo.com.sg; thelma.choo@sompo.com.sg; Admin-D (LKKAuto); assignments; SUR  
**Cc:** samuel.ng@eurokars.com.sg; jess.francis@eurokars.com.sg; jobithomas@eurokars.com.sg; melvin.ye@sompo.com.sg; irene.henry@sompo.com.sg  
**Subject:** RE: CMTD2000565/THE - LKK/ FBP3230A(nr) & SMP4649P DOA 3/2/2020 - Pls assist to arr suv tmr 06/2 (waiting)

Dear Thelma,

Kindly assist in the liability for direct settlement for the case above.

Thank you

Regards,



**Eva Kok**  
Insurance Claims Officer  
27A Tanjong Penjuru  
Singapore 609042  
**T:** (65) 6331 0680 **D:** (65) 6331 0683 **F:** (65) 6331 0690  
**E:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) **W:** [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** Teo, Grace <grace.teo@sompo.com.sg>  
**Sent:** 05 February 2020 5:53 PM  
**To:** Eva Kok <eva.kok@eurokars.com.sg>; Choo, Thelma <thelma.choo@sompo.com.sg>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; sur@lkkauto.com  
**Cc:** Samuel Ng <samuel.ng@eurokars.com.sg>; Jess Francis Amurao Carlos <jess.francis@eurokars.com.sg>; Jobi Thomas <jobithomas@eurokars.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>  
**Subject:** CMTD2000565/THE - LKK/ FBP3230A(nr) & SMP4649P DOA 3/2/2020 - Pls assist to arr suv tmr 06/2 (waiting)

Without Prejudice

Our Claim Reference : CMTD2000565/THE  
Your Reference: SMP4649P

Hi Eva,

We refer to your email of today.

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

Please be informed that we have yet to receive our insured's accident report.

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Aside to **LKK Auto**,

Please make arrangement to conduct the survey for **SMP4649P** on a without Prejudice and any admission of liability basis.

Please be informed that **Ms. Thelma Choo** is the handler of this case who can be contacted at 63224 681/  
[thelma.choo@sompo.com.sg](mailto:thelma.choo@sompo.com.sg).

Please submit with your report upon completion of survey to my colleague, **Ms. Thelma**.

Thank you.

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)



**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #05-01/06 Singapore Land Tower, Singapore 048623

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**From:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) <[eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)>

**Sent:** Wednesday, February 5, 2020 3:18 PM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; Choo, Thelma <[thelma.choo@sompo.com.sg](mailto:thelma.choo@sompo.com.sg)>

**Cc:** [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg); [jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg); 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:** RE: CMTD2000565/THE - NR/ FBP3230A & SMP4649P DOA 3/2/2020

Hi Grace,

Please assist arrange survey tomorrow 2pm-4pm.

Owner waiting.

Kindly revert.

Thank you

Regards,



**Eva Kok**

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

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

**Sent:** 05 February 2020 2:24 PM

**To:** Eva Kok <[eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)>; Choo, Thelma <[thelma.choo@sompo.com.sg](mailto:thelma.choo@sompo.com.sg)>

**Cc:** Samuel Ng <[samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg)>; Jess Francis Amurao Carlos

<[jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)>; Jobi Thomas <[jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg)>; 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:** CMTD2000565/THE - NR/ FBP3230A & SMP4649P DOA 3/2/2020

Without Prejudice

Our Claim Reference : CMTD2000565/THE

Your Reference: SMP4649P

Hi Eva,

We acknowledged receipt of the claim documents.

Please be informed that **Ms. Thelma Choo** is the handler of this case who can be contacted at 63224 681/  
[thelma.choo@sompo.com.sg](mailto:thelma.choo@sompo.com.sg).

We regret to inform that we are unable to revert on liability for direct settlement as we have yet to receive our insured's accident report.

Please let us know should you still intend for us to conduct the motor survey on a "without prejudice" basis.

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Aside to Thelma,

For your updates.

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:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) <[eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)>  
**Sent:** Wednesday, February 5, 2020 8:55 AM  
**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>  
**Cc:** [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg); [jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg)  
**Subject:** TP CLAIMS - SMP4649P & FBP3230A DOA 3/2/2020

**YOUR REF: FBP3230A / OUR REF: SMP4649P THIRD PARTY CLAIM**

Dear Sir/Mdm,

Attached is the ESTIMATE & ACCIDENT REPORT for your perusal.

We would appreciate it if you can kindly let us know the liability/status of this case.

Thank you

Regards,



**Eva Kok**  
Insurance Claims Officer  
27A Tanjong Penjuru

Singapore 609042

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