

Veron Chen (LKKAUTO)

From: Car workz <carworkzws@gmail.com>
Sent: Tuesday, 4 February 2020 3:58 PM
To: Gnoh, Pau Loong
Subject: Re: CMTD1905966/GPL - NR/ SLC4223P & SLX8678Z - Date of Accident: 20.12.2019

Dear Pau Loong,

I have revert this report to my client and he did have the video of tge accident, as spoken to you, during an accident, both parties will stand at their point and especially my client have the footage of tge accident, can you revert on the liability percentage to convince my client of the claim?

Thank you

Sent from my iPhone

On 4 Feb 2020, at 14:01, Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg> wrote:

Dear Sir / Madam,

With reference above, we had interviewed our insured and as screenshot below of his statement, it was your client that cut into his lane of travel and is adamant that the accident was not caused by him.

In view of this, we are unable to direct settle and please be informed that our insured's rights are expressly reserved in this matter.

<image001.png>

Best Regards
Gnoh Pau Loong
Claims Division
D: 6329 5217 | T: 6461 6555 | F: 6221 3147

<image002.png>

Sompo Insurance Singapore Pte. Ltd.
50 Raffles Place, #05-01/06 Singapore Land Tower, Singapore 048623
Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG

Download now @

<image003.png>

or

<image004.png>

¹ For Travel, Personal Accident & Home Insurance | ² For Travel, Personal Accident, Home & Private Motor Insurance

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

From: Car workz <carworkzws@gmail.com>

Sent: Tuesday, 4 February, 2020 1:43 PM

To: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

Subject: Fwd: CMTD1905966/GPL - NR/ SLC4223P & SLX8678Z - Date of Accident: 20.12.2019

Dear Pau Loong,

Can you kindly revert on liability?

----- Forwarded message -----

From: Car workz <carworkzws@gmail.com>

Date: Wednesday, 8 January 2020

Subject: CMTD1905966/GPL - NR/ SLC4223P & SLX8678Z - Date of Accident: 20.12.2019

To: "Gnoh, Pau Loong" <PauLoong.Gnoh@sompo.com.sg>

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

Dear Pau Loong,

We do not have the earlier footage already

Sent from my iPhone

On 8 Jan 2020, at 09:03, Gnoh, Pau Loong
<PauLoong.Gnoh@sompo.com.sg> wrote:

Dear Sir / Madam,

With reference above, please forward the earlier footage of your / your client's enclosed, thank you.

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | **T:** 6461 6555 | **F:** 6221 3147

<image001.png>

Sompo Insurance Singapore Pte. Ltd.

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

Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG

Download now @

<image002.png>

or

<image003.png>

¹ For Travel, Personal Accident & Home Insurance | ² For Travel, Personal Accident, Home & Private Motor Insurance

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

From: Car workz <carworkzws@gmail.com>

Sent: Tuesday, 7 January, 2020 8:46 PM

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

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

Subject: Re: CMTD1905966/GPL - NR/ SLC4223P & SLX8678Z - Date of Accident: 20.12.2019

Dear Grace,

Any update on the liability?

Sent from my iPhone

On 26 Dec 2019, at 12:29, Teo, Grace
<grace.teo@sompo.com.sg> wrote:

Without Prejudice

Our Reference: CMTD1905966/GPL

Your Reference: SLX8678Z

Hi Soon Ng/ Anna Chua,

We noted on your contents.

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

Aside to Pau Loong,

For your update.

Our office will be closed on Christmas, New Year's Eve and New Year Day. Business will resume on 26th December 2019 and 2nd 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

<image001.png>

Sompo Insurance Singapore Pte. Ltd.

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

Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG

Download now @

<image006.png>

or

<image007.png>

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

From: Car workz <carworkzws@gmail.com>
Sent: Thursday, December 26, 2019 12:05 PM
To: Teo, Grace <grace.teo@sompo.com.sg>
Cc: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>
Subject: Re: CMTD1905966/GPL - PRI(NR)/ SLC4223P & SLX8678Z - Date of Accident: 20.12.2019

Hi,

Can we arrange to be survey only after liability clear?

Sent from my iPhone

On 26 Dec 2019, at 11:22, Teo, Grace
<grace.teo@sompo.com.sg> wrote:

Hi,

No.

Our office will be closed on Christmas, New Year's Eve and New Year Day. Business will resume on 26th December 2019 and 2nd 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

<image001.png>

Sompo Insurance Singapore Pte. Ltd.
50 Raffles Place, #05-01/06 Singapore Land Tower,
Singapore 048623
Website: www.sompo.com.sg | **Facebook:**
www.facebook.com/SompoSG

**Quick & Easy Claims Submission¹ & Product
Purchase² via **Sompo SG****

Download now @

<image002.png>

or

<image003.png>

¹ For Travel, Personal Accident & Home Insurance | ² For Travel,
Personal Accident, Home & Private Motor Insurance

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

From: Car workz <carworkzws@gmail.com>
Sent: Thursday, December 26, 2019 11:20 AM
To: Teo, Grace <grace.teo@sompo.com.sg>
Cc: Gnoh, Pau Loong
<PauLoong.Gnoh@sompo.com.sg>; Ye, Yong Kang
Melvin <melvin.ye@sompo.com.sg>; Henry, Irene
James <irene.henry@sompo.com.sg>
Subject: Re: CMTD1905966/GPL - PRI(NR)/
SLC4223P & SLX8678Z - Date of Accident:
20.12.2019

Dear Grace,

Do u have other surveyors list apart from these
3?

Sent from my iPhone

On 26 Dec 2019, at 10:08, Teo,
Grace
<grace.teo@sompo.com.sg>
wrote:

Our Reference: CMTD1905966/GPL

Your Reference: SLX8678Z

Without Prejudice

Date:
26/12/2019

EMAIL ONLY

OUR Email:

motorsurvey@sompo.com.sg

Attention:

M/S CARWORKZ

Dear Soon Ng/ Anna Chua,

**ACCIDENT INVOLVING SLC4223P &
SLX8678Z ON 20.12.2019**

We refer to your Notice of Accident
dated 26/12/2019.

Please be informed that **Mr. Gnoh
Pau Loong** is the handler of this
case who can be contacted at
63295 217/
PauLoong.Gnoh@sompo.com.sg .

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

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	Se tio
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	

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.

Our office will be closed on Christmas, New Year's Eve and New Year Day. Business will resume on 26th December 2019 and 2nd 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**

<image001.png>

**Sompo Insurance Singapore Pte.
Ltd.**

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

Website: www.sompo.com.sg |

Facebook:

www.facebook.com/SompoSG

**Quick & Easy Claims Submission¹ &
Product Purchase² via **Sompo SG****

Download now @

<image002.png>

or

<image003.png>

¹ For Travel, Personal Accident & Home Insurance | ² For Travel, Personal Accident, Home & Private Motor Insurance

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

From: Car workz
<carworkzws@gmail.com>
Sent: Tuesday, December 24, 2019
1:51 PM
To: Claims - Motor Survey
<MotorSurvey@sompo.com.sg>
Subject: To Check Liability For
SLX8678Z (TP Against SLC4223P) -
Date of Accident: 20.12.2019

Dear Sir/Mdm,

Attached a copy of the GIA
Report of our client.

Kindly revert on liability before
sending your panel of surveyors
for us to choose.

Thank you'

Best Regards,

Soon Ng / Anna Chua

Carworkz

Blk 10 Sin Ming Industrial
Estate Sector C

#01-22

Singapore 575645

H/p: 8118 4734 / 9876 6876

E-mail: carworkzws@gmail.com

<GIA Report.PDF>

<155b6bfd-5e43-4561-8d18-fc1fb98716be.MP4>

--

Best Regards,

Soon Ng / Anna Chua

Carworkz

Blk 10 Sin Ming Industrial Estate Sector C
#01-22

Singapore 575645

H/p: 8118 4734 / 9876 6876

E-mail: carworkzws@gmail.com