

Shiau Chan (LKKAuto)

From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Wednesday, 22 April 2020 7:40 AM
To: Steve Chen (LKK Auto)
Cc: Shiau Chan (LKKAuto)
Subject: RE: SKE 36 R - FINAL BILL

Importance: High

Thanks Steve & Shiau Chan

STAY SAFE

From: Steve Chen (LKK Auto) [mailto:SteveChen@lkkauto.com]
Sent: Tuesday, April 21, 2020 8:05 PM
To: Carine Yeo TCBC
Cc: Shiau Chan (LKKAuto)
Subject: SKE 36 R - FINAL BILL
Importance: High

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Carine,

We confirm the finalize \$3,879.20 (P/P, before GST). 3 repair days.

Thanks.

Best Regards,

Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, April 21, 2020 10:40 AM
To: Steve Chen (LKK Auto)
Subject: FW: SKE 36 R - FINAL BILL
Importance: High

Dear Steve,

FYNA.

The file already uploaded in Views System.

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

From: Carine Yeo TCBC [<mailto:carine.yeo@borneomotors.com.sg>]
Sent: Tuesday, 21 April 2020 10:27 AM
To: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: SKE 36 R - FINAL BILL
Importance: High

Good morning Steve,

With reference to the above-mentioned.

I have attached a copy of the Final Bill for your immediate attention.

Repair Amount : \$3879.20 + GST \$271.54 = \$4150.74

Days of Repair : 03 working days

For & on behalf of Borneo Motors		Customer's Signature	Change Summary	Total
		Please acknowledge receipt of vehicle	Parts	1,788.20
			Labour	2,091.00
			Materials	0.00
			Lubrication/Fluid	0.00
			Others	0.00
			GST 7.00%	271.54
			Less	0.00
			Amount Due	4,150.74

Thank You and Best Regards

Carine Yeo

Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

www.borneomotors.com.sg | www.lexus.com.sg

From: Carine Yeo TCBC
Sent: Tuesday, March 17, 2020 3:57 PM
To: Shiau Chan (LKKAuto); 'Teo, Grace'; 'Choo, Thelma'; assignments; SUR
Subject: RE: CMTD2001144/THE - LKK/ PC1083Z(NR) & SKE36R ACC ON 13.03.2020

Thanks Shiau Chan

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

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From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Tuesday, March 17, 2020 3:03 PM
To: Carine Yeo TCBC; 'Teo, Grace'; 'Choo, Thelma'; assignments; SUR
Subject: RE: CMTD2001144/THE - LKK/ PC1083Z(NR) & SKE36R ACC ON 13.03.2020

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Dear Carine,

OK. Appointment 19/03/2020(Thu) at 1.30pm.

Dear Assignment Team,

Please take note.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Tuesday, 17 March 2020 2:51 PM

To: 'Teo, Grace' <grace.teo@sompo.com.sg>; 'Choo, Thelma' <thelma.choo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: CMTD2001144/THE - LKK/ PC1083Z(NR) & SKE36R ACC ON 13.03.2020

Dear Shiau Chau

Customer needs to change her appointment to Thu 1.30pm.

Kindly advise if this is ok for you

Thank You

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

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From: Carine Yeo TCBC

Sent: Monday, March 16, 2020 2:34 PM

To: 'Teo, Grace'; 'Choo, Thelma'; assignments@lkkauto.com; sur@lkkauto.com; Nivitha (LKK Auto)

Subject: Re: CMTD2001144/THE - LKK/ PC1083Z(NR) & SKE36R ACC ON 13.03.2020

Thanks Shiau Chan

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From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, March 16, 2020 2:09:44 PM

To: 'Teo, Grace' <grace.teo@sompo.com.sg>; Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>; 'Choo, Thelma' <thelma.choo@sompo.com.sg>; assignments@lkkauto.com <assignments@lkkauto.com>; sur@lkkauto.com <sur@lkkauto.com>

Subject: RE: CMTD2001144/THE - LKK/ PC1083Z(NR) & SKE36R ACC ON 13.03.2020

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam,

Thank you for the assignment.

Please be informed the vehicle currently not in the workshop and repairer will arrange.

Best Regards

Shiau Chan

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 <grace.teo@sompo.com.sg>

Sent: Monday, 16 March 2020 12:31 PM

To: Carine Yeo TCBC <carine.yeo@borneomotors.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

Subject: CMTD2001144/THE - LKK/ PC1083Z(NR) & SKE36R ACC ON 13.03.2020

Without Prejudice

Our Reference: CMTD2001144/THE

Your Reference: SKE36R

Hi Carine,

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

Aside to **LKK AUTO**,

Please make arrangement to conduct the survey for **SKE36R** 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 .

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

For motor claims survey request, please email to motorsurvey@sompo.com.sg



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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Monday, March 16, 2020 11:58 AM

To: Teo, Grace <grace.teo@sompo.com.sg>; Choo, Thelma <thelma.choo@sompo.com.sg>

Cc: Henry, Irene James <irene.henry@sompo.com.sg>

Subject: RE: CMTD2001144/THE - NR/ PC1083Z & SKE36R ACC ON 13.03.2020

Importance: High

Dear Grace,

Noted with Thanks.

Our client would like to have her vehicle surveyed, either on Wednesday after 1pm or Thursday after 1pm.

Kindly advise which day and time will your surveyor be available.

She will be driving of her vehicle immediately after the survey.

Thank You

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247
EMAIL: carine.yeo@borneomotors.com.sg
Inchcape – Borneo Motors | 2 Pandan Crescent, S128462
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From: Teo, Grace [<mailto:grace.teo@sompo.com.sg>]
Sent: Monday, March 16, 2020 11:29 AM
To: Carine Yeo TCBC; Choo, Thelma
Cc: Henry, Irene James
Subject: CMTD2001144/THE - NR/ PC1083Z & SKE36R ACC ON 13.03.2020

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Without Prejudice

Our Reference: CMTD2001144/THE
Your Reference: SKE36R

Hi Carine,

We acknowledged receipt of your 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.

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.

Aside to Thelma,

For your updates.

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

For motor claims survey request, please email to motorsurvey@sompo.com.sg



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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Monday, March 16, 2020 9:52 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

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

Subject: ACCIDENT INVOLVING VEHICLES SKE 36 R & PC 1083 Z ON 13.03.2020

Importance: High

Good morning Sir or Madam,

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured PC 1083 Z, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact us @ **9699 6192** for an appointment to have the vehicle surveyed.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

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