

## Denise Tay (LKKAuto)

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**From:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>  
**Sent:** Friday, 8 May 2020 9:39 AM  
**To:** Denise Tay (LKKAuto); Reports (LKKAuto)  
**Cc:** SUR  
**Subject:** RE: Pls advise ; RE: Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

Dear Denise,

Thank you for your email clarification below and we await the revised Letter of Demand from third party, thank you.

[ Work From Home ]

Best Regards  
**Gnoh Pau Loong**  
Claims Division  
D: 6329 5217 | T: 6461 6555



**Sompo Insurance Singapore Pte. Ltd.**  
50 Raffles Place, #05-01/06 Singapore Land Tower, Singapore 048623  
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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Sent:** Friday, May 8, 2020 9:24 AM  
**To:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; Reports (LKKAuto) <report@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: Pls advise ; RE: Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

**EXTERNAL SENDER:** Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Pau Loong,

We have informed the third party and they will make an amendment.

**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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Sent:** Friday, 8 May 2020 9:07 AM

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Pls advise ; RE: Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

**Importance:** High

Dear Denise,

With reference to your email below, if there was finalization, the enclosed LOD and your report does not tally.

Please see the screenshot below :

Screenshot of enclosed LOD :

Cost of repairs	\$ 3,425.51 (inclusive of 7% GST)
Loss of use for 07 days @\$120.00	\$ 840.00
Survey report	\$ 498.00
LTA search fee	\$ 7.45
	<u>\$ 4,770.96</u>

Screenshot of your survey



## LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our
	REMOVE AND REPLACE REAR BUMPER REVERSE SENSOR & CONDUCT DISTANCE SAFETY SETTING.		76.50	
			1,214.00	
GRAND TOTAL			5,388.53	
RECOMMENDED COST OF REPAIRS				

Report Ref No. CS3/SMO20004070/Qtf3e2-1

**If you include GST above, it is \$ 2,565.55 and this does not tally with the above at \$ 3,425.51**

In view above, please clarify with your surveyor, thank you.

[ Work From Home ]

Best Regards

**Gnoh Pau Loong**

Claims Division

D: 6329 5217 | T: 6461 6555



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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Sent:** Wednesday, May 6, 2020 6:02 PM

**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Pls advise ; RE: Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

**EXTERNAL SENDER:** Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Pau Loong,

Our surveyor was able to finalized the COR with the third party, however they have requested 1 more additional days.

**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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Sent:** Wednesday, 6 May 2020 3:14 PM

**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Pls advise ; RE: Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

Dear Pau Loong,

Will check with our surveyor and revert back to you

**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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Sent:** Wednesday, 6 May 2020 1:09 PM

**To:** Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Pls advise ; RE: Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

**Importance:** High

Dear Elaine,

With reference to your email below dated 30/04/20, we note that your enclosed report does not tally with the enclosed letter of demand in relation to the cost of repair.

Please advise if your surveyor was able or unable to finalise with third party, thank you.

[ Work From Home ]

Best Regards

**Gnoh Pau Loong**

Claims Division

D: 6329 5217 | T: 6461 6555



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**From:** Elaine (LKK Auto) <[report@lkkauto.com](mailto:report@lkkauto.com)>

**Sent:** Thursday, April 30, 2020 5:32 PM

**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Survey Report & Invoice of Vehicle SLU 9330K Ref: CMTD2001157/GPL

**EXTERNAL SENDER:** Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir / Madam,

Enclose Survey Report of SLU 9330K.

Thank you.

**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.**

Best Regards,

**Elaine | Reports**

**LKK Auto Consultants Pte.Ltd.**

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: [report@lkkauto.com](mailto:report@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933