

## Shirley Hiew (LKK Auto)

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**From:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>  
**Sent:** Wednesday, 4 November 2020 3:04 pm  
**To:** Shirley Hiew (LKK Auto)  
**Cc:** SUR; Huey Yon (LKKAuto); Reports (LKKAuto)  
**Subject:** RE: Please advise cost of repair/replacement for TMA ; RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

Dear Shirley,

Thank you for your email and confirmation with third party repairer.

[ work from home ]

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



**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #03-01/06 Singapore Land Tower, Singapore 048623

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Wednesday, November 4, 2020 2:55 PM  
**To:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>  
**Cc:** SUR <sur@lkkauto.com>; Huey Yon (LKKAuto) <hueyyon@lkkauto.com>; Reports (LKKAuto) <report@lkkauto.com>  
**Subject:** RE: Please advise cost of repair/replacement for TMA ; RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

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Dear Pau Loong,

Kindly inform the repairer is agreed the cost of repair, \$ 18,000.00 for TMA.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Gnoh, Pau Loong <[Pauloong.Gnoh@sompo.com.sg](mailto:Pauloong.Gnoh@sompo.com.sg)>  
**Sent:** Wednesday, 4 November 2020 2:44 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>; Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>  
**Subject:** RE: Please advise cost of repair/replacement for TMA ; RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

Dear Shirley,

Thank you for your email and we note the amended report and please advise if the amendment is conveyed to third party repairer,  
M/s VMS ?

[ work from home ]

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



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50 Raffles Place, #03-01/06 Singapore Land Tower, Singapore 048623  
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**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Wednesday, November 4, 2020 1:45 PM  
**To:** Gnoh, Pau Loong <[Pauloong.Gnoh@sompo.com.sg](mailto:Pauloong.Gnoh@sompo.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>; Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>  
**Subject:** RE: Please advise cost of repair/replacement for TMA ; RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

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Dear Pau Loong,

We have further review and investigated into this matter, considering the background of this incident, including the benefit of doubt of the pre-existing condition, our surveyor recommended a further revision of the cost of repair for TMA adjusted to \$18,000.00.

For TMA, there is no market value. The LTA rebate is for the Lorry. Attached amended report.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

**Sent:** Wednesday, 21 October 2020 9:01 am

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>

**Subject:** Please advise cost of repair/replacement for TMA ; RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

**Importance:** High

Dear Shirley,

Following up for this case, we note that as screenshot below for the damage to the TMA, there is pre-existing damage to the left side of the TMA.

Our insured's collision was on the right side.

In view of this, please clarify with your surveyor if this is taken into consideration and noted that the balance COE life span is another 4 years as enclosed LTA rebate.

We await your / your surveyor reply above and if there is any adjustment for the TMA, thank you.



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



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**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Tuesday, October 13, 2020 9:48 AM  
**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)>; Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>  
**Subject:** RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

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Dear Pau Loong,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
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:** Tuesday, 13 October 2020 8:27 am  
**To:** Reports (LKKAuto) <[report@lkkauto.com](mailto:report@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Huey Yon (LKKAuto) <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>  
**Subject:** RE: Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527  
**Importance:** High

Dear Elaine,

With reference above, please review on the Market Value and the recommendation on repair cost for this case, 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:** Elaine (LKK Auto) <[report@lkkauto.com](mailto:report@lkkauto.com)>  
**Sent:** Friday, July 17, 2020 3:46 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)>; 'Huey Yon (LKKAuto)' <[hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)>  
**Subject:** Survey Report & Invoice of Vehicle YN 5735K Ref: CMTD2001527

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Dear Pau Loong,

Enclose Survey Report of YN 5735K.

Thank you.

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Best Regards,

**ELAINE** | Reports  
**LKK Auto Consultants Pte.Ltd.**  
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