

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Friday, 8 May 2020 4:10 pm
To: Gnoh, Pau Loong
Cc: Henry, Irene James; Ye, Yong Kang Melvin; Han, Bernard; Admin-D (LKKAuto); assignments; SUR
Subject: RE: Pls advise margin for repair ; RE: Pls revert for mandate (\$ 60 K) ; RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A
Attachments: PRELI ADVISE - YN 5735K.pdf (EXCLUDE TMA).pdf; PRELI ADVISE - YN 5735K.pdf (TMA).pdf

Dear Pau Loong,

Re-update the preliminary revised.

Please refer to the attached.

Kindly inform repairer able to undertake the repair cost not exceeding Lump Sum \$ 14K before GST (excluding TMA).

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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.

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Sent: Friday, 8 May 2020 2:42 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Han, Bernard <Bernard.han@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Pls advise margin for repair ; RE: Pls revert for mandate (\$ 60 K) ; RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

Dear Shirley,

With reference to your email below, please advise of the repair cost, does it include the TMA repair cost ?

[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

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

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG



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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Friday, May 8, 2020 11:38 AM

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

Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Han, Bernard <Bernard.han@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Pls advise margin for repair ; RE: Pls revert for mandate (\$ 60 K) ; RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

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

Dear Meena,

We refer to your below email above matter.

Market Value - \$ 34,000.00 (Estimated)

LTA - \$ 17,827.00

Nett - \$ 16,173.00

Kindly inform we are still pending the repair cost from repairer.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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.

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

Sent: Friday, 8 May 2020 9:37 am

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Han, Bernard <Bernard.han@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Pls advise margin for repair ; RE: Pls revert for mandate (\$ 60 K) ; RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

Dear Shirley,

Following up from the email below, please advise the margin for repair, 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

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

Quick & Easy Claims Submission¹ & Product Purchase² via Sampo SG

Download now @



or



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: Sampo 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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Wednesday, May 6, 2020 5:59 PM

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

Cc: Henry, Irene James <irene.henry@sampo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sampo.com.sg>; Han, Bernard <Bernard.han@sampo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Pls revert for mandate (\$ 60 K) ; RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

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

Dear Pau Loong,

Thanks & noted.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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.

From: Gnoh, Pau Loong <PauLoong.Gnoh@sampo.com.sg>

Sent: Wednesday, 6 May 2020 5:12 pm

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Henry, Irene James <irene.henry@sampo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sampo.com.sg>; Han, Bernard <Bernard.han@sampo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Pls revert for mandate (\$ 60 K) ; RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL

RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

Importance: High

Dear Shirley,

Thank you for your email and we acknowledge the enclosed PRI and note the adjustment is almost \$ 60 K.

In view of the high quantum, please revert for mandate approval once there is more information for this case, thank you.

[Work From Home]

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



SOMPO
INSURANCE

A Century of Trust

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 @



or



¹For 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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Wednesday, May 6, 2020 3:43 PM

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

Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

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

Dear Pau Loong,

Enclosed preliminary revised of vehicle YN 5735K.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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.

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

Sent: Tuesday, 5 May 2020 1:49 pm

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: Pls advise repair estimate once available ; RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K
Your ref: YN3137A

Importance: High

Dear M/s LKK,

We would appreciate your assistance to revert to us once repair estimate is available, 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

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

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG

Download now @



or



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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, April 30, 2020 6:24 PM

To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Subject: Re: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

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

Dear Sir/Madam,

Thank you for the assignemnt.

Please be inform that vehicle not in the workshop,repairer will arrange.

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,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Sent: Thursday, 30 April 2020 4:04 PM

To: Gan Li Hui <lihui@completevms.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Darren Chiu <darren@completevms.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Subject: RE: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

Without Prejudice

Dear Li Hui,

We refer to your email below.

We have appointed LKK AUTO, Mr Kenneth to conduct the survey.

Aside to LKK,

Please make arrangement to conduct the survey for YN5735K on a without Prejudice Basis.

Working From Home with effect from 06 April 2020 till further notice

Best Regards

Melvin Ye

Claims Division

D: 6322 4667 | T: 6461 6555



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



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: Gan Li Hui <lihui@completevms.com.sg>

Sent: Thursday, 30 April, 2020 3:33 PM

To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Cc: Darren Chiu <darren@completevms.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Subject: Re: Ref : CMTD2001527/GPL RE: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

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

Without Prejudice

Dear OIC,

Please arrange Mr Kenneth Kong (LKK) to conduct survey.

Thank you & Best Regards,

Gan Li Hui (Ms)

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012

On Thu, 30 Apr 2020 at 14:24, Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg> wrote:

Our Reference : CMTD2001527/GPL

Your Reference: YN5735K

Without Prejudice

Date: 30/04/2020

Attention:

COMPLETE VMS PTE LTD

Dear Li Hui,

ACCIDENT INVOLVING YN5735K & YN3137A ON 29.04.2020

We refer to your Notice of Accident dated 30/04/2020.

Please be informed that Mr Gnoh Pau Loong is the handler of this case.

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.

Kindly advise should you still require us to conduct survey on a "Without Prejudice" basis.

If you are agreeable to conduct survey on a "Without Prejudice" basis, 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	Selection (Indicate as tick)
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	
		Jeffery 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.

[Working From Home with effect from 06 April 2020 till further notice](#)

Best Regards

Melvin Ye

Claims Division

D: 6322 4667 | **T:** 6461 6555



A Century of Trust

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 Sompō SG

Download now @  or 

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: Sompō 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: Gan Li Hui <lihui@completevms.com.sg>
Sent: Thursday, 30 April, 2020 11:32 AM
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Cc: Darren Chiu <darren@completevms.com.sg>
Subject: NOTICE OF ACCIDENT: YN5735K Your ref: YN3137A

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

Without Prejudice

Dear Sir,

**ACCIDENT INVOLVING YN5735K AND YN3137A ON 29/04/2020 ALONG AYE
TOWARDS JURONG BEFORE WEST COAST WAY EXIT AT ABOUT 14:00 HRS.**

We act for **CHYE THIAM MAINTENANCE PTE LTD** owner of vehicle no. **YN5735K** with instruction to repair the vehicle.

Please be informed that the said vehicle can be inspected at:-

Venue : 14 Tampines Industrial Drive, CTM Building, Singapore 528530

OIC : Darren 8333 2118

****Kindly let us have your surveyor name and contact info, please call Darren at 8333 2118 before going**

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you. Please note that there will also be a storage charge of \$60 per day on the 2 day notice period commencing from the date of this letter.

Thank you & Best Regards,

Gan Li Hui (Ms)

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012