

## Denise Tay (LKKAuto)

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**From:** Denise Tay (LKKAuto)  
**Sent:** Friday, 3 July 2020 2:08 PM  
**To:** 'Teo, Grace'; 'Gnoh, Pau Loong'; assignments; SUR  
**Cc:** 'Ye, Yong Kang Melvin'  
**Subject:** FW: LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020  
**Attachments:** PRELI ADVISED YL 5160D.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle **YL 5160D**  
Number of days (estimated) : 4 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: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 1 July 2020 4:34 PM  
**To:** 'Teo, Grace' <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; 'Nabilah' <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>; 'Gnoh, Pau Loong' <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Mova - Alan (Fan Yoong)' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>; 'Ye, Yong Kang Melvin' <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>  
**Subject:** RE: LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Dear Grace,

Noted with thanks.

Best Regards,

**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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](mailto:grace.teo@sompo.com.sg)>  
**Sent:** Wednesday, 1 July, 2020 4:31 PM  
**To:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** 'Mova - Alan (Fan Yoong)' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>; Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>  
**Subject:** LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Without Prejudice

Our Reference: CMTD2001616/GPL

Your Reference: YL5160D

Hi Nabilah,

Thank you for your reply.

Hi LKK,

Please arrange Surveyor Kenneth or Surveyor Marcus to survey vehicle.

[Working From Home with effect from 06 April 2020]

Best Regards

**Grace Teo**

Claims Division

D: 6329 5170 | T: 6461 6555

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**From:** Nabilah [<mailto:nabilah@mova.com.sg>]

**Sent:** Wednesday, July 1, 2020 4:25 PM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** 'Mova - Alan (Fan Yoong)' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>; Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>

**Subject:** RE: LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

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

**Your Ref : SKE3468H**

Dear Grace/LKK Auto,

Thank you for your reply.



Noted on your email.

Kindly assist to assign to Surveyor Kenneth or Surveyor Marcus.

Thank you.

**Best Regards,**  
**Nabilah Senin**  
**MOVA Automotive Pte Ltd**  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Teo, Grace [<mailto:grace.teo@sompo.com.sg>]  
**Sent:** Wednesday, 1 July 2020 4:21 PM  
**To:** Nabilah; Gnoh, Pau Loong; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** 'Mova - Alan (Fan Yoong)'; 'Nitha'; Ye, Yong Kang Melvin  
**Subject:** LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Without Prejudice

Our Reference: CMTD2001616/GPL  
Your Reference: YL5160D

Hi Nabilah,

We regret to advise that Surveyor Rasul or Surveyor Steve are not in our list. If you are agreeable, we will appoint Mr. Kenneth or Mr. Marcus of LKK to survey the vehicle.

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

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---

**From:** Nabilah [<mailto:nabilah@mova.com.sg>]

**Sent:** Wednesday, July 1, 2020 4:15 PM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** 'Mova - Alan (Fan Yoong)' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>; Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>

**Subject:** RE: LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

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**Your Ref : SKE3468H**



Dear Grace/LKK Auto,

We would like to select Surveyor Rasul or Surveyor Steve for the survey on 03/07/2020 (Friday).

Thank you.

Best Regards,  
Nabilah Senin  
MOVA Automotive Pte Ltd  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Teo, Grace [<mailto:grace.teo@sompo.com.sg>]  
**Sent:** Wednesday, 1 July 2020 3:54 PM  
**To:** Nabilah; Gnoh, Pau Loong; 'admin-d@lkkauto.com'; 'assignments@lkkauto.com'; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** 'Mova - Alan (Fan Yoong)'; 'Nitha'; Ye, Yong Kang Melvin  
**Subject:** LKK \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Without Prejudice

Our Reference: CMTD2001616/GPL  
Your Reference: YL5160D

Hi Nabilah,

We refer to your email of today.

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

Aside to **LKK AUTO**,

Please arrange Mr. Marcus Chua to survey **YL5160D** on a without prejudice and any admission of liability basis.

Please submit with your report upon completion of survey to my colleague, **Mr. Pau Loong**.

Thank you.

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

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---

**From:** Nabilah [<mailto:nabilah@mova.com.sg>]

**Sent:** Wednesday, July 1, 2020 3:39 PM

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

**Cc:** 'Mova - Alan (Fan Yoong)' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>

**Subject:** RE: Direct Settle ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

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

**Your Ref : SKE3468H**

Dear Grace,



Kindly assist to arrange survey on 03/07/2020 (Friday) at 10:30AM at Mova (Fan Yoong).  
Our client will be waiting.

Thank you.

**Best Regards,**  
**Nabilah Senin**  
**MOVA Automotive Pte Ltd**  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377

Fax: +65 6264 3151



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**From:** Nabilah [<mailto:nabilah@moval.com.sg>]

**Sent:** Wednesday, 1 July 2020 3:34 PM

**To:** 'Gnoh, Pau Loong'

**Cc:** 'Mova - Alan (Fan Yoong)'; 'Nitha'; 'Teo, Grace'

**Subject:** RE: Direct Settle ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

**Your Ref : SKE3468H**

Dear Pau Loong,



Thank you for your reply.

We will arrange with Ms Grace once the vehicle is in.  
Appreciate your kind assistance.

Thank you.

Best Regards,  
Nabilah Senin  
MOVA Automotive Pte Ltd  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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

**Sent:** Wednesday, 1 July 2020 3:27 PM

**To:** Nabilah

**Cc:** 'Mova - Alan (Fan Yoong)'; 'Nitha'; Teo, Grace

**Subject:** Direct Settle ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Dear Nabilah,

Thank you for your email and noted that there is no footage from your client.

As captioned, we would like to Direct Settle and please liaise with Ms Grace for surveyor for this case, thank you.

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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---

**From:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>

**Sent:** Wednesday, July 1, 2020 3:02 PM

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

**Cc:** 'Mova - Alan (Fan Yoong)' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>

**Subject:** RE: Pls forward footage ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

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**Your Ref : SKE3468H**

Dear Pau Loong,



Our client has no accident video footage or scene photos from the accident.  
Kindly assist to advise on the liability of accident.

Thank you.



Best Regards,  
Nabilah Senin  
MOVA Automotive Pte Ltd  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Gnoh, Pau Loong [<mailto:PauLoong.Gnoh@sompo.com.sg>]  
**Sent:** Tuesday, 9 June 2020 1:50 PM  
**To:** Nitha  
**Cc:** 'Nabilah'  
**Subject:** RE: Pls forward footage ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Without Prejudice

Dear Nitha,

Thank you for your email.

Please forward the accident scene photo for this case, thank you.

[ Work From Home ]

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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---

**From:** Nitha <[nitha@mov.com.sg](mailto:nitha@mov.com.sg)>  
**Sent:** Tuesday, June 9, 2020 1:22 PM  
**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>  
**Cc:** 'Nabilah' <[nabilah@mov.com.sg](mailto:nabilah@mov.com.sg)>  
**Subject:** RE: Pls forward footage ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

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Dear Pau Loong,

Our insured don't have any video footage, kindly please advise us on the liability.

Thank you.

Best Regards,

*Nitha*

Claims Officer  
Mova Automotive Pte Ltd  
Tel: 6272 3892 Fax: 6270 8314



---

**From:** Gnoh, Pau Loong [<mailto:PauLoong.Gnoh@sompo.com.sg>]  
**Sent:** Wednesday, 20 May 2020 4:11 PM  
**To:** Nabilah  
**Cc:** 'Alan Chng'; 'Nitha'; Teo, Grace  
**Subject:** Pls forward footage ; RE: LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Without Prejudice

Dear Nabilah,

With reference above, please forward us the footage and we will revert for this matter, thank you.

[ Work From Home ]

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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---

**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Sent:** Wednesday, May 20, 2020 2:15 PM  
**To:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>  
**Cc:** 'Alan Chng' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>  
**Subject:** LIA \ CMTD2001616/GPL - SKE3468H & YL5160D - DOA : 15/05/2020

Without Prejudice

Our Reference: CMTD2001616/GPL  
Your Reference: YL5160D

Hi Nabilah

We acknowledged receipt of your claim documents.

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](mailto:PauLoong.Gnoh@sompo.com.sg) .

Aside to Pau Loong,

Please assist on the liability request from Mova Automotive Pte Ltd.

**[Working From Home with effect from 06 April 2020]**

Best Regards

**Grace Teo**

Claims Division

**D:** 6329 5170 | **T:** 6461 6555

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---

**From:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>  
**Sent:** Wednesday, May 20, 2020 1:37 PM  
**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>  
**Cc:** 'Alan Chng' <[tuckmeng@mova.com.sg](mailto:tuckmeng@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>  
**Subject:** TP Claim - YL5160D - DOA : 15/05/2020

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**Your Ref : SKE3468H**

Dear Sir/Mdm,

Kindly assist to assign survey for YL5160D at Mova (Fan Yoong).  
Vehicle is not in at the moment.

Kindly assist to advise on OIC and revert on the liability of accident.

Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

**Best Regards,**  
**Nabilah Senin**  
**MOVA Automotive Pte Ltd**  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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