

## Veron Chen (LKKAUTO)

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**From:** Angela Tan Kim Lay <AngelaTan@tokiomarine.com.sg>  
**Sent:** Thursday, 6 August 2020 5:09 PM  
**To:** Denise Tay (LKKAUTO); Veron Chen (LKKAUTO); SUR  
**Cc:** Motor Claims  
**Subject:** RE: SHA7029Y-TMI - CLOSED - REF: M2003689 & RE-REGISTER NEW CLAIM NO. M2003798-TG/TP04 DOA : 28.07.2020

[M2003798-TG/TP04](#)

Dear Denise,

We have link to Comfort Delgro new created folder in Merimen.

Please ask Comfort Delgro to **re-upload on the estimate**. Also LKK to **re- upload adjuster immediate advice and all Finalized documents**.

Had granted rights in Merimen.

***Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.***

Thank you.

Regards  
Angela Tan (Ms)  
Motor Claims Department

Tokio Marine Insurance Singapore Ltd.  
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046  
T (65) 6592 6403 | F (65) 6221 2101 |  
E [angelatan@tokiomarine.com.sg](mailto:angelatan@tokiomarine.com.sg) | [www.tokiomarine.com](http://www.tokiomarine.com)

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**From:** Denise Tay (LKKAUTO) [<mailto:denisetay@lkkauto.com>]  
**Sent:** Thursday, 6 August 2020 3:56 pm  
**To:** Angela Tan Kim Lay <AngelaTan@tokiomarine.com.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Motor Claims <motorclaims@tokiomarine.com.sg>  
**Subject:** RE: SHA7029Y-TMI - CLOSED - REF: M2003689 & RE-REGISTER NEW CLAIM NO. M2003798 DOA : 28.07.2020

Dear Angela,

As spoken, we have got Comfort Delgro to re-upload on the estimate but they are unable to find the case with the new claim no. M2003798.

Could you assign the case claim to LKK and we manually input the estimate?

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:** Angela Tan Kim Lay <[AngelaTan@tokiomarine.com.sg](mailto:AngelaTan@tokiomarine.com.sg)>

**Sent:** Wednesday, 5 August 2020 3:17 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Motor Claims <[motorclaims@tokiomarine.com.sg](mailto:motorclaims@tokiomarine.com.sg)>

**Subject:** RE: SHA7029Y-TMI - CLOSED - REF: M2003689 & RE-REGISTER NEW CLAIM NO. M2003798 DOA : 28.07.2020

Hi Veron,

We have closed the claim no. M2003689 & Re-Register with **new claim no. M2003798**.

- (1) Please ask M/s Comfortdelgro Engineering Pte Ltd to do multiple search on our **new claim no. M2003798** and **re- upload Repairer Estimate**;
- (2) Please **re- upload adjuster immediate advice** and **all Finalized documents** to our **new claim no. M2003798**.

***Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.***

Thank you.

Regards

Angela Tan (Ms)

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.

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**From:** Angelia Ho Yun Fong

**Sent:** Wednesday, 5 August 2020 10:39 am

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Angela Tan Kim Lay <[AngelaTan@tokiomarine.com.sg](mailto:AngelaTan@tokiomarine.com.sg)>

**Subject:** RE: SHA7029Y-TMI REF: M2003689

Hi Veron,

I think you had email the wrong person, I would redirect your email.

Hi Angela,

Kindly assist.

***Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.***

Thanks & Regards,

## Angelia Ho

Administrative Assistant, Motor Claims

Tokio Marine Insurance Singapore Ltd.

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** 05/08/2020 10:34 AM

**To:** Angelia Ho Yun Fong <[AngeliaHo@tokiomarine.com.sg](mailto:AngeliaHo@tokiomarine.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** SHA7029Y-TMI REF: M2003689

Dear Angelia,

Kindly assist to amend DOA to 28/7/20 instead of 29/7/20 in merimen.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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