

## Denise Tay (LKKAuto)

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**From:** Denise Tay (LKKAuto)  
**Sent:** Thursday, 1 October 2020 4:57 PM  
**To:** Ngian, Kelvyna; SUR; Admin-D (LKKAuto); Admin A; assignments  
**Subject:** RE: TP survey : CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)  
**Attachments:** LKKInspection.pdf; LKKAdjustment.pdf; LKK photo.pdf; Resurvey photo-1.pdf; Resurvey photo-2.pdf; Supplementary-SMS 2820H.pdf; GAI-LKKInvoice-AC2006787.pdf

Dear Kelvyna,

Enclosed survey report.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6741-3062 | 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:** Thursday, 1 October 2020 10:10 AM  
**To:** Ngian, Kelvyna <[kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP survey : CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

Dear Kelvyna,

We are in the midst of preparing the report, once done will update you

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6741-3062 | 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:** Ngian, Kelvyna <[kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)>  
**Sent:** Wednesday, 30 September 2020 3:46 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP survey : CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

Hi team

Is the TP survey report ready? We have received the Thirty Party LOD

Thanks  
Kelvyna

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**From:** Ngian, Kelvyna  
**Sent:** 17 August 2020 11:48 AM  
**To:** [sur@lkkauto.com](mailto:sur@lkkauto.com); Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; LKK Assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: TP survey : CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

Hi team, has this been arrange? Received email from TP that they have not hear from your end. Please look into this survey

**For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to [GeneralClaims@sg.gaig.com](mailto:GeneralClaims@sg.gaig.com)**

**For motor claims enquiries, please email to [motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com)**

**For all first claim notifications on Marine Claims, please email to [marineclaims@sg.gaig.com](mailto:marineclaims@sg.gaig.com)**

Regards

Kelvyna Ngian Claims Division | P. +65 68046059 | F. +65 62353354 | [kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)



**Claims** | 3 Temasek Avenue #16-01 Centennial Tower Singapore 039190



**A+ (Superior)**  
Affirmed September 11, 2019

**Moody's**  
**A1 (Good)**  
Published April 2020

**Standard & Poor's**  
**A+ (Strong)**  
Affirmed March 5, 2020

For more information on our financial ratings, visit [GAIG.com/FinancialStrength](https://GAIG.com/FinancialStrength).

**Thank you for your trust in us. We're proud to continue to serve you during this unprecedented time. As COVID-19 continues to affect us all, we assure you that we remain committed to providing the high level of service you deserve. [Read more.](#)**

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**From:** Ngian, Kelvyna  
**Sent:** 14 August 2020 5:01 PM  
**To:** [sur@lkkauto.com](mailto:sur@lkkauto.com); 'Summer Lee (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** TP survey : CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

Hi team

Please conduct TP survey.

For all first claim notifications on Property & Casualty Claims (excluding Motor claims), please email to [GeneralClaims@sg.gaig.com](mailto:GeneralClaims@sg.gaig.com)

For motor claims enquiries, please email to [motorclaims@sg.gaig.com](mailto:motorclaims@sg.gaig.com)

For all first claim notifications on Marine Claims, please email to [marineclaims@sg.gaig.com](mailto:marineclaims@sg.gaig.com)

Regards

Kelvyna Ngian Claims Division | P. +65 68046059 | F. +65 62353354 | [kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)



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**From:** Andrew Cornelius Goh Cheng Chuan <[AndrewCorneliusGoh@sparkcarcare.com](mailto:AndrewCorneliusGoh@sparkcarcare.com)>

**Sent:** 14 August 2020 4:47 PM

**To:** Ngian, Kelvyna <[kelvyna.ngian@sg.gaig.com](mailto:kelvyna.ngian@sg.gaig.com)>

**Cc:** Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto:RohaniM@sparkcarcare.com)>; Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>; William Wang Kiat Seng <[WilliamWangKS@sparkcarcare.com](mailto:WilliamWangKS@sparkcarcare.com)>; Denis Teo Chin Chye <[denisteo@sparkcarcare.com](mailto:denisteo@sparkcarcare.com)>

**Subject:** [External] Re: CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

Dear Sir

Please arrange M/s LKK to survey.

Regards,  
**Andrew C Goh**

Motor Vehicle Assessor (Accident Repair)

**T:** 6383 7362 | **M:** 9832 8740

**W:** [www.SPARKcarcare.com](http://www.SPARKcarcare.com)



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**From:** Ngian, Kelvyna <[kelvyna.ngian@sg.gaiq.com](mailto:kelvyna.ngian@sg.gaiq.com)>

**Sent:** Friday, 14 August 2020 4:40 PM

**To:** Andrew Cornelius Goh Cheng Chuan <[AndrewCorneliusGoh@sparkcarcare.com](mailto:AndrewCorneliusGoh@sparkcarcare.com)>

**Cc:** Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto:RohaniM@sparkcarcare.com)>; Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>; William Wang Kiat Seng <[WilliamWangKS@sparkcarcare.com](mailto:WilliamWangKS@sparkcarcare.com)>; Denis Teo Chin Chye <[denisteo@sparkcarcare.com](mailto:denisteo@sparkcarcare.com)>

**Subject:** Ref: CLMOMVP000001085 - SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

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WITHOUT PREJUDICE

Dear Sir,

Moving forward for motor claims related matters, please email us at [motorclaims@sg.gaiq.com](mailto:motorclaims@sg.gaiq.com) instead.

We are in the midst of looking into this claim and are unable to advise on liability at this juncture.

Meantime, we append the following list of our panel surveyors:-

1. AJAX Adjusters & Surveyors Pte Ltd
2. A-PAC Adjusters & Surveyors Pte. Ltd.
3. Priority Services
4. RT Appraisal Pte Ltd
5. LKK Auto Consultants

Kindly select and furnish the estimates for the survey to be carried out.

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For motor claims enquiries, please email to [motorclaims@sg.gaiq.com](mailto:motorclaims@sg.gaiq.com)

**For all first claim notifications on Marine Claims, please email to [marineclaims@sg.gaiq.com](mailto:marineclaims@sg.gaiq.com)**

Regards

Kelvyna Ngian Claims Division | P. +65 68046059 | F. +65 62353354 | [kelvyna.ngian@sg.gaiq.com](mailto:kelvyna.ngian@sg.gaiq.com)



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**From:** Andrew Cornelius Goh Cheng Chuan <[AndrewCorneliusGoh@sparkcarcare.com](mailto:AndrewCorneliusGoh@sparkcarcare.com)>

**Sent:** 14 August 2020 8:47 AM

**To:** General Claims <[GeneralClaims@sg.gaig.com](mailto:GeneralClaims@sg.gaig.com)>

**Cc:** Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto:RohaniM@sparkcarcare.com)>; Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>; William Wang Kiat Seng <[WilliamWangKS@sparkcarcare.com](mailto:WilliamWangKS@sparkcarcare.com)>; Denis Teo Chin Chye <[denisteo@sparkcarcare.com](mailto:denisteo@sparkcarcare.com)>

**Subject:** [External] Re: SMS2820H claim against SMS5155A \_ DOA 07.08.2020 \_ (TM / GREAT AMERICAN)

Dear Sir

Refer to our email below.

Kindly arrange for survey the car at CDGE, Braddell.

And to advice on the liability of the accident.

Regards,  
**Andrew C Goh**

Motor Vehicle Assessor (Accident Repair)

**T:** 6383 7362 | **M:** 9832 8740

**W:** [www.SPARKcarcare.com](http://www.SPARKcarcare.com)



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