

**Shirley Hiew (LKK Auto)**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 5 October 2020 6:06 pm  
**To:** Clara Milah Yeo  
**Cc:** SUR; Taufikh (LKKAuto)  
**Subject:** RE: TP Survey - SHC7623X (doa:25.8.2020) our ref. M2004153/CY

Dear Milah,

According to our surveyor, we have informed Comfort and offered them cost of repair based only the rear portion. They have declined the offer and will submit their own report. We also inform them that we will submit our report to the Insurance, cost of repair unconfirmed.

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:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Monday, 7 September 2020 3:20 pm  
**To:** Clara Milah Yeo <ClaraYeo@tokiomarine.com.sg>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>  
**Subject:** RE: TP Survey - SHC7623X (doa:25.8.2020) our ref. M2004153/CY

Dear Milah,

Thank you for the email.

**Dear Shirley/Taufikh,**

**FYNA-CC3/TMI20009057/T1sf3**

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

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**From:** Clara Milah Yeo <[ClaraYeo@tokiomarine.com.sg](mailto:ClaraYeo@tokiomarine.com.sg)>  
**Sent:** Monday, 7 September 2020 3:09 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** TP Survey - SHC7623X (doa:25.8.2020) our ref. M2004153/CY  
**Importance:** High

Dear Team,

I have shared the video footage captured from the rear cam of SMP7288C in Merimen.

Please inform the surveyor that we will not pay for the front damage of SHC7623X as OID's impact did not cause SHC7623X to hit onto SMP7288C.

Thank you.

***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.***

Sincerely,

Clara Milah Yeo  
Motor Claims Department

Tokio Marine Insurance Singapore Ltd.  
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046  
T (65) 6592 7604 | F (65) 6221 2101 |  
E [clarayeo@tokiomarine.com.sg](mailto:clarayeo@tokiomarine.com.sg) | W [www.tokiomarine.com](http://www.tokiomarine.com)

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Tokio Marine Group

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