

Shirley Hiew (LKK Auto)

From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Sent: Friday, 11 September 2020 3:49 pm
To: Shirley Hiew (LKK Auto)
Cc: Han, Bernard; Teo, Grace; assignments; SUR; Wong, Lorriance
Subject: RE: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

Dear Shirley,

We refer to your email below.

We note that insured reported that he tried to stop the vehicle but vehicle still continue to move.

Please confirm the following;-

- 1) The tyres thread for all 4 wheel. (Please provide photo too)
- 2) Any mechanical fault on the vehicle (brake etc)

At 9.15am, I drive at the speed of 80-90km/h along CTE, the moment of start to roll my eyes and looks somewhere else notice that the Taxi impact of the brake but I hv no time to react to step my brake and knock against the taxi tail and my car still go on. I tried to stop the car but car still moving on thus I drove to the right to let the car stop slowly in momentane and lastly stop.

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

Best Regards
Melvin Ye
Claims Division
D: 6322 4667 | T: 6461 6555



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To: Wong, Lorriance <lorriance.wong@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Cc: Han, Bernard <Bernard.han@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

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

Dear Lorriance/Melvin,

Enclosed preliminary revised of vehicle SJL 5903E. The photographs we will provide to you as soon as possible..

Date of survey: 11/09/2020

We have Not authorise repair.

Kindly let us have your authorize approval please.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Friday, 11 September 2020 10:49 am
To: 'Teo, Grace' <grace.teo@sompo.com.sg>; 'Wong, Lorriance' <lorriance.wong@sompo.com.sg>; assignments <assignments@lkkauto.com>
Cc: 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; 'Han, Bernard' <Bernard.han@sompo.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

Dear Sir/Mdm,

Thank you for the assignment.

G.NIVITHA
LKK Auto Consultants Pte Ltd

** 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*

Phone: 6841-1972 | email: 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>
Sent: Friday, 11 September 2020 10:36 AM
To: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>; Wong, Lorriance <lorriance.wong@sompo.com.sg>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'sur@lkkauto.com' <sur@lkkauto.com>
Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Han, Bernard <Bernard.han@sompo.com.sg>
Subject: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

Our Reference : CMTD2002656/LOR
Your Reference: SJL5903E

Hi Zila,

We acknowledged receipt of your claim documents.

Please be informed that **Ms. Lorriance Wong** is the handler of this case who can be contacted at 63295 175/
lorriance.wong@sompo.com.sg

Please be informed that we will appoint **LKK AUTO** to conduct the survey.

Hi LKK AUTO/ Summer,

Please assist to arrange **Mr. Kenneth or Mr. Marcus** to conduct the motor survey on **Own Damage** basis.

Please **revert** with your preliminary report upon completion of survey to my colleague, **Ms. Lorriance/ Melvin** for authorisation.

Aside to **Lorriance/ Melvin**,

Please advise on the Excess and Authorisation.

[\[Working From Home with effect from 06 April 2020\]](#)

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

For motor claims survey request, please email to motorsurvey@sompo.com.sg



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From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

Sent: Friday, September 11, 2020 10:06 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Teo, Grace <grace.teo@sompo.com.sg>

Subject: SJL5903E - OD CLAIM

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

Hi Claims Dept,

Kindly arrange for survey.

Note: Vehicle will be @ ALM AMK Autopoint Workshop.

Thanks.

Regards

Zila

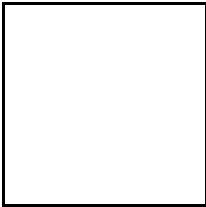
Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170



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