

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 15 September 2020 9:47 am
To: Bryan Ang (LKKAuto)
Subject: FW: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today
Attachments: IMG_2985(1).JPG; IMG_2986(1).JPG; IMG_2987(1).JPG; IMG_2988(1).JPG

Hi Bryan,

The tyre photos I have requested with Ah Lim Motor and Kenneth also reviewed the email I draft. Please let me know once you review.



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: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Sent: Monday, 14 September 2020 4:44 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Han, Bernard <Bernard.han@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Wong, Lorriance <lorriance.wong@sompo.com.sg>
Subject: RE: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

Dear Shirley,

What about the tyres thread for all 4 wheel?

We can't find it on the photo provided.

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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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Monday, September 14, 2020 10:30 AM
To: 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>; Wong, Lorriance <lorriance.wong@sompo.com.sg>
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 Melvin,

Enclosed the surveyor photo.

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 11 September 2020 5:55 pm
To: 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>; Wong, Lorriance <lorriance.wong@sompo.com.sg>
Subject: RE: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

Dear Melvin,

According to our surveyor, the brake system is in order at the time of his inspection.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 11 September 2020 4:03 pm
To: 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>; Wong, Lorriance <lorriance.wong@sompo.com.sg>
Subject: RE: LKK \ CMTD2002656/LOR - SJL5903E - OD CLAIM ACC ON 10.09.20 - VEH IN - Pls arrange survey today

Dear Melvin,

We will check & revert.

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)

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From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Sent: Friday, 11 September 2020 3:49 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Han, Bernard <Bernard.han@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Wong, Lorriance <lorriance.wong@sompo.com.sg>
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 look somewhere else notice that the Taxi in front of me 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 moment 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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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, September 11, 2020 3:17 PM
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

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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)

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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

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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

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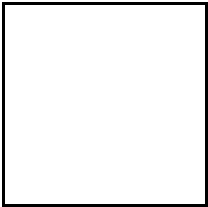
Hi Claims Dept,

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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