

Shiau Chan (LKKAUTO)

From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Sent: Tuesday, 24 November 2020 2:09 PM
To: Denise Tay (LKKAUTO); Admin-D (LKKAUTO); assignments; SUR
Cc: Teo, Grace
Subject: RE: OD/LKK \ CMTD2003393/MYE - Own Damage Claim SJW1211L DOA:18.11.2020

Dear Denise,

Please proceed to authorized repair of SJW1211L.

Excess : Waive

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

Please be informed that our office will relocate to #03-03 at Singapore Land Tower with effect from 1 Dec 2020. Kindly direct invoices and business correspondence to our new registered address.

Best Regards

Melvin Ye

Claims Division

D: 6322 4667 | T: 6461 6555



Sompo Insurance Singapore Pte. Ltd.

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG

Download now @  or 

¹ For Travel, Personal Accident & Home Insurance | ² For Travel, Personal Accident, Home & Private Motor Insurance

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Sent: Monday, November 23, 2020 5:35 PM

To: Teo, Grace <grace.teo@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>

Subject: Re: OD/LKK \ CMTD2003393/MYE - Own Damage Claim SJW1211L DOA:18.11.2020

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

Dear Sir,

Enclosed herewith preliminary advice of SJW 1211L.
We have not authorise repair.

Kindly advise us the authorisation and excess.

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

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

Sent: Friday, 20 November 2020 1:33 PM

To: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>;

Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>

Subject: OD/LKK \ CMTD2003393/MYE - Own Damage Claim SJW1211L DOA:18.11.2020

Our Reference : CMTD2003393/MYE

Your Reference: SJW1211L

Hi Celia,

We acknowledged receipt of your claim documents.

*Please be informed that Mr. Melvin Ye is the handler of this case who can be contacted at 63224 667/
melvin.ye@sompo.com.sg.*

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

Hi LKK AUTO,

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

Please revert with your preliminary report upon completion of survey to my colleague, Mr. Melvin/ Ms Agnes for Authorisation.

Aside to Melvin/Agnes,

Please advise on the Excess and Authorisation.

Please be informed that our office will relocate to #03-03 at Singapore Land Tower with effect from 1 Dec 2020.
Kindly direct invoices and business correspondence to our new registered address.

Thank you.

[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



Sompo Insurance Singapore Pte. Ltd.

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

Quick & Easy Claims Submission¹ & Product Purchase² via Sompo SG



¹ For Travel, Personal Accident & Home Insurance | ² For Travel, Personal Accident, Home & Private Motor Insurance

Disclaimer: This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

Privacy Policy Notice: Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>

Sent: Friday, November 20, 2020 11:28 AM

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

Cc: Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>

Subject: Own Damage Claim SJW1211L DOA:18.11.2020

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

Dear Officer In Charge,

Kindly assist arrange survey as above mentioned.

Vehicle In Bukit Merah.

Kindly advise own damage excess.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

This email is confidential and privileged. If you are not the intended recipient, you must not view, disseminate, use or copy this email. Kindly notify the sender immediately, and delete this email from your system. Thank you.