

## Veron Chen (LKKAUTO)

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**From:** Henry, Irene James <irene.henry@sompo.com.sg>  
**Sent:** Tuesday, 1 December 2020 8:27 AM  
**To:** Veron Chen (LKKAUTO); Admin-D (LKKAUTO); assignments; SUR  
**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

Dear Veron,

Please proceed with the supplementary.

Best Regards  
**Irene Henry**  
Claims Division  
D: 6322 4618



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Sompo Insurance Singapore Pte. Ltd.

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

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Monday, November 30, 2020 2:12 PM  
**To:** Henry, Irene James <irene.henry@sompo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Teo, Grace <grace.teo@sompo.com.sg>  
**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

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

Dear Irene,

Enclosed preliminary revised (incl.supplementary) of vehicle SKP 8338J

Kindly approved on the supplementary.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 24 November 2020 5:11 PM  
**To:** Henry, Irene James <[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

Dear Irene,

Noted.

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:** Henry, Irene James <[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg)>  
**Sent:** Tuesday, 24 November 2020 5:07 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

Dear Veron,

Please ensure that the workshop provides supplier invoices upon finalisation.

Best Regards

**Irene Henry**

Claims Division

D: 6322 4618



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**From:** Henry, Irene James  
**Sent:** Tuesday, November 24, 2020 4:56 PM

**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

Dear Veron,

Please proceed to authorize the repairs for the mentioned vehicle.

Excess applicable - \$ 500.00

Best Regards

**Irene Henry**

Claims Division

D: 6322 4618



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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Tuesday, November 24, 2020 11:44 AM

**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Henry, Irene James <[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg)>

**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

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

Dear Irene,

Enclosed preliminary revised of vehicle SKP 8338J

Date of survey: 23/11/20

Number of days (estimated) : 6 days

**Vehicle repair on part by part.**

**We have Not authorise repair.**

**Kindly let us have your approval and advised policy excess.**

Best Regards,

Veron Chen | 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](mailto:admin-d@lkkauto.com)>

**Sent:** Friday, 20 November 2020 4:33 PM

**To:** 'Teo, Grace' <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Henry, Irene James' <[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg)>

**Subject:** RE: OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

Dear Sir/Madam,

Thank you for the assignment.

Repairer arrange on 23-11-2020.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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](mailto:grace.teo@sompo.com.sg)>

**Sent:** Friday, 20 November, 2020 4:26 PM

**To:** J-Mart <[jmartauto@gmail.com](mailto:jmartauto@gmail.com)>; 'admin-d@lkkauto.com' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Henry, Irene James <[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg)>

**Subject:** OD/LKK \ CMTD2003391/IJH - SKP8338J claiming own damage ACC ON 18.11.20 - veh in

Our Reference : CMTD2003391/IJH

Your Reference: SKP8338J

Hi Angie,

We acknowledged receipt of your claim documents.

*Please be informed that Ms. Irene Henry is the handler of this case who can be contacted at 63224 618/  
[irene.henry@sompo.com.sg](mailto:irene.henry@sompo.com.sg).*

As spoken, we will appoint **LKK AUTO** to conduct the survey.

Hi LKK AUTO,

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. Irene for Authorisation.

Aside to Irene,

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](mailto:motorsurvey@sompo.com.sg)



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

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-----Original Message-----

From: J-Mart <[jmartauto@gmail.com](mailto:jmartauto@gmail.com)>

Sent: Friday, November 20, 2020 3:48 PM

To: Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>

Subject: SKP 8338J claiming own damage

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

Hi,

Kindly arrange for own damage claim. Thank you.

Regards,

Angie