

Elaine (LKK Auto)

To: irene.henry@sompo.com.sg; melvin.ye@sompo.com.sg
Cc: 'MotorSurvey@sompo.com.sg'; 'SUR'; 'Huey Yon (LKKAuto)'; Shiau Chan (LKKAuto)
Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020
Attachments: GIA Rpt.pdf; LKKAdjustment.pdf; LKKInspection.pdf; LKKPhoto.pdf; Resurvey Photo - 1.pdf; SMO-LKKInvoice-AC2100052.pdf

Dear Irene,

Enclose Survey Report of SKF 1316X.

Thank you.

Best Regards,

Elaine | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933

From: Henry, Irene James <irene.henry@sompo.com.sg>

Sent: Wednesday, 6 January 2021 2:42 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Dear Shiau Chan,

Kindly let us have your final survey report upon completion as we have received third party's letter of Demand.

Best Regards

Irene Henry

Claims Division

D: 6322 4618

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Tuesday, December 29, 2020 3:29 PM

To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>; Henry, Irene James <irene.henry@sompo.com.sg>

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

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Dear Irene,

Enclosed herewith preliminary advice of SKF 1316X.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 26 November 2020 9:02 AM

To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>; Henry, Irene James <irene.henry@sompo.com.sg>

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

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Dear Melvin,

Noted with thanks.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Sent: Thursday, 26 November 2020 7:41 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Henry, Irene James <irene.henry@sompo.com.sg>

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

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Dear Shiau Chan,

The claim handler of this case is Ms Irene.

Thank you.

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



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From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, November 25, 2020 12:10 PM
To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>
Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

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Dear Melvin,

Enclosed herewith preliminary advice of SKF 1316X.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Monday, 23 November 2020 3:14 PM
To: 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Henry, Irene James' <irene.henry@sompo.com.sg>; 'Teo, Grace' <grace.teo@sompo.com.sg>; 'Hock Wah Motor Pte Ltd' <motor@hockwah.com.sg>
Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Dear Sir/Madam,

Thank you for the assignment.

Repairer arrange on 24-11-2020.

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Sent: Monday, 23 November, 2020 2:52 PM
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Dear LKK Auto,

The survey should conduct on SKF1316X instead of SKP8338J.

Thank you.

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



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From: Ye, Yong Kang Melvin
Sent: Monday, November 23, 2020 2:51 PM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Without Prejudice

Dear Anysia,

We refer to your email below.

We will appoint LKK Auto to conduct the survey on a Without Prejudice Basis.

Dear LKK

Please assist to conduct the survey on SKP8338J on a without Prejudice Basis.

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



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From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Monday, November 23, 2020 2:46 PM

To: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

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Dear Melvin

The vehicle is now ready for survey. Currently, the above mention vehicle was in our Bedok workshop.

Please arrange survey before repair.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Sent: 23 November 2020 14:42

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Without Prejudice

Dear Anysia,

Please advised when will the vehicle be in for survey.

Thank you.

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



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From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Monday, November 23, 2020 12:11 PM

To: Teo, Grace <grace.teo@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Subject: RE: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

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Dear Grace

Please arrange survey before repair for above mention vehicle at Bedok workshop.

Dear Irene

Has your insured reported accident?

Please revert on liability.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

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

Sent: 23 November 2020 08:08

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Subject: LIA \ CMTD2003391/IJH - TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

Without Prejudice

Our Reference : CMTD2003391/IJH

Your Reference: SKF1316X

Hi Anysia,

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.

Aside to Irene,

Please assist on the liability request from *Hock Wah Motor*

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



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From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Friday, November 20, 2020 5:33 PM

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

Subject: TP CLAIM_SKF1316X & SKP8338J_DOA: 18/11/2020

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Dear sir/madam

Attached herewith our client's GIA report with estimate bill that claim against your insured SKP8338J.

Please revert.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg