

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Monday, 15 February 2021 4:05 PM
To: Admin-D (LKKAuto); 'Teo, Grace'; assignments; SUR
Cc: 'Choo, Thelma'
Subject: RE: LKK(KK) \ CMTD2003654/THE - ACCT INV SMQ 242 A & GBH4390G (YOUR INSURED) ON 11.12.2020
Attachments: PRELI ADVISED SMQ 242A.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SMQ 242A

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Tuesday, 15 December 2020 1:29 PM
To: 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Choo, Thelma' <thelma.choo@sompo.com.sg>
Subject: RE: LKK(KK) \ CMTD2003654/THE - ACCT INV SMQ 242 A & GBH4390G (YOUR INSURED) ON 11.12.2020

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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

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: Teo, Grace <grace.teo@sompo.com.sg>
Sent: Tuesday, 15 December, 2020 12:49 PM

To: CHUAN HO AUTO SERVICE <chuanhoautoservice@gmail.com>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Choo, Thelma <thelma.choo@sompo.com.sg>
Subject: LKK(KK) \ CMTD2003654/THE - ACCT INV SMQ 242 A & GBH4390G (YOUR INSURED) ON 11.12.2020

Without Prejudice

Our Reference : CMTD2003654/THE
Your Reference: SMQ242A

Hi Isabelle,

We refer to your email reply of today.

We will appoint **Mr. Kenneth Kong** of **LKK Auto** to conduct the survey.

Hi **LKK Auto**,

Please arrange **Mr. Kenneth** to survey **SMQ242A** on a without prejudice and any admission of liability basis.

Please revert your report upon completion of survey to my colleague, **Ms. Thelma**.

Thank you.

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



¹For 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: CHUAN HO AUTO SERVICE <chuanhoautoservice@gmail.com>

Sent: Tuesday, December 15, 2020 12:40 PM

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

Subject: Re: PRI(LIA) \ CMTD2003654/THE - ACCT INV SMQ 242 A & GBH4390G (YOUR INSURED) ON 11.12.2020

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

Dear Grace,

We would like to select Mr Kenneth Kong from LKK Auto Consultants. Thank you.

Best Regards,
Isabelle
+65 81257933
Chuan Ho Auto Service
160 Sin Ming Drive, #07-09, Sin Ming Auto City, S 575722

email chuanhoautoservice@gmail.com
office 160 Sin Ming Drive, #07-09, S(575722)
 [chuanhoautoservice](#)

Full Oven Spray Paint | Accident Claims | Mechanical Repairs | Panel Beating
Vehicle Grooming | Nano-Tech CeramicCoat & Polish | Wash & Condition



Get a high-gloss, scratch and water resistant ride
with C.Quartz Finest, the ultimate paint protection
system. Enquire with us today!



On Tue, Dec 15, 2020 at 12:37 PM Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference : CMTD2003654/THE
Your Reference: SMQ242A

Date: 15/12/2020

Without Prejudice
EMAIL ONLY

OUR Email: motorsurvey@sompo.com.sg

Attention:
M/S CHUAN HO AUTO SERVICE

Dear Isabelle,

ACCIDENT INVOLVING GBH4390G & SMQ242A ON 11.12.2020

We refer to your Notice of Accident dated 15/12/2020.

Please be informed that **Ms. Thelma Choo** is the handler of this case who can be contacted at 63224 681/
thelma.choo@sompo.com.sg.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert.

Pre-Repair Survey

	Motor Surveyor	Surveyor	Selection (Indicate as tick)
	LKK Auto Consultants	Kenneth Kong Seng Cheong	
		Marcus Chua Kang Seng	
	Priority Services	Jimmy Lee	
		Lawrence Ng	
		Jeffrey Ong	
	In House surveyor	Teo See Ling	

Please let us know within **two (2) working days** whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select up to two of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Please be informed that we will only assign our in-house surveyor, Mr. Teo for direct settlement.

Aside to Thelma,

Please assist on the liability request from Chuan Ho Auto Service.

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: CHUAN HO AUTO SERVICE <chuanhoautoservice@gmail.com>

Sent: Tuesday, December 15, 2020 10:44 AM

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

Subject: Re: Undeliverable: ACCT INV SMQ 242 A & GBH 4390 G (YOUR INSURED) ON 11.12.2020

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

Dear Sir/Mdm,

Kindly refer to attached for new case and if possible would like to do direct settlement.

Please let us have your list of loss adjusters and findings of liability as well.

Attached is the accident report, video footage and LTA search for your reference, we're in the midst of preparing the estimate.

<https://drive.google.com/file/d/1EvOEU2EJdanoCMrjXuU4RIG-JlQ6DNBc/view?usp=sharing>

Please note that the vehicle is **NOT** in the workshop.

Thank you.

Best Regards,

Isabelle

+65 81257933

Chuan Ho Auto Service
160 Sin Ming Drive, #07-09, Sin Ming Auto City, S 575722

email chuanhoautoservice@gmail.com
office 160 Sin Ming Drive, #07-09, S(575722)
chuanhoautoservice



Full Oven Spray Paint | Accident Claims | Mechanical Repairs | Panel Beating
Vehicle Grooming | Nano-Tech Ceramic Coat & Polish | Wash & Condition

Get a high-gloss, scratch and water resistant ride
with C.Quartz Finest, the ultimate paint protection
system. Enquire with us today!



On Mon, Dec 14, 2020 at 6:09 PM <postmaster@singapore.local> wrote:

This message wasn't delivered to anyone because it's too large. The limit is 20 MB. This message is 33 MB.

motorsurvey@sompo.com.sg

This message won't be sent because it's too large.

Diagnostic information for administrators:

Generating server: TSIEXCH2.singapore.local

motorsurvey@sompo.com.sg

Remote Server returned '550 5.2.3 [RESOLVER.RST.SendSizeLimit.Org](https://resolver.rst.sendsize.org); message too large for this organization'

Original message headers:

Received: from TSIEXCH2.singapore.local (192.168.1.58) by
TSIEXCH2.singapore.local (192.168.1.58) with Microsoft SMTP Server (TLS) id
15.0.1395.4; Mon, 14 Dec 2020 18:09:22 +0800
Received: from mail2.sompo.com.sg (192.168.1.59) by TSIEXCH2.singapore.local
(192.168.1.58) with Microsoft SMTP Server (TLS) id 15.0.1395.4 via Frontend
Transport; Mon, 14 Dec 2020 18:09:22 +0800
Authentication-Results: mail2.sompo.com.sg; spf=Pass smtp.mailfrom=chuanhoautoservice@gmail.com; spf=None
smtp.helo=postmaster@mail-ed1-f41.google.com
Received-SPF: Pass (mail2.sompo.com.sg: domain of
chuanhoautoservice@gmail.com designates 209.85.208.41 as
permitted sender) identity=mailfrom; client-ip=209.85.208.41;
receiver=mail2.sompo.com.sg;
envelope-from="chuanhoautoservice@gmail.com";
x-sender="chuanhoautoservice@gmail.com";
x-conformance=spf_only; x-record-type="v=spf1"
Received-SPF: None (mail2.sompo.com.sg: no sender authenticity
information available from domain of
postmaster@mail-ed1-f41.google.com) identity=helo;
client-ip=209.85.208.41; receiver=mail2.sompo.com.sg;
envelope-from="chuanhoautoservice@gmail.com";

x-sender="postmaster@mail-ed1-f41.google.com";
x-conformance=spf_only
X-IronPort-AV: E=Sophos;i="5.78,418,1599494400";
d="pdf?mp4?scan'208,217";a="7953652"
Received: from mail-ed1-f41.google.com ([209.85.208.41])
by mail2.sompo.com.sg with ESMTTP/TLS/AES128-GCM-SHA256; 14 Dec 2020 18:08:31 +0800
Received: by mail-ed1-f41.google.com with SMTP id q16so16521677edv.10
for <motorsurvey@sompo.com.sg>; Mon, 14 Dec 2020 02:08:31 -0800 (PST)
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
d=gmail.com; s=20161025;
h=mime-version:from:date:message-id:subject:to;
bh=ne4u6ypFTO2y6bCn2fSsYUA4JayZjgqN0t6BNXe7ayk=;
b=t+blItY6zNd74MNMWUSYk7bLr23OUF4hdU8RgXVNDOWpIIAG3VKul3ZrMnYIUHUEa
ZnKFMCFDxzwf3/411hoaf2pNIEsjhufHNUQXzNWdKkrrR5PAibcKLSIrEYoOyxVmzibo
WNsq24rEItHOksumR/RaXw77NtnlxqsoVw8+7hbKFFem7kOuEO8OFDGFrdkYFa401YL
3olyF7Y5yT5NV1xooahwTtiJw9IsTLTbO//wvn7fWQ7sJ/dqC2qw2588j91BggdKr947
9nT7hQq5hnLuNOg+ZQE3CZILCVGMT/qU6Psmvt7tKAPKuzK+3aNpweH7D7iwyvdhgGt3
K1rw==
X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
d=le100.net; s=20161025;
h=x-gm-message-state:mime-version:from:date:message-id:subject:to;
bh=ne4u6ypFTO2y6bCn2fSsYUA4JayZjgqN0t6BNXe7ayk=;
b=pV1D23MTKIVcZL8xd4NVsSbVT4vMcdO7i8ppkQHSljXOVaCBGdP7ZIRLSEdgtbBYU3
UltRsMhX7xC0MaR6/Jgj007jJFU+C5bNiBCbhqhNB3oKKYq2mLrp/d/SsxH/NufluJss
TMf0r14+/aEPkXsvB7PxdJq6KWZ/ZnoYRo57m2d+TmcwZdQ81uOTUfxigbfp1T/6cbt6
xjCaPW/rvaQzwlk6BL9cnwAVeTiRaX8CTfuyAK8PrNEetvQO+bx667XUpViix4TGGb3K
NpqgE2HoufcuCo6LNI8OV0AC7e6WnJqwdBfD9P87Z4XFuA9K7cCW+YdAcUZONC7InEgT
TP7g==
X-Gm-Message-State: AOAM530o6D2qqFjrD4gsp42kVtDIJHfuW3wrzPOkObe4BzO9ABYyUIF
+tFp44D7cZ/ZgE1fXron9CBxG+IGcrnNRHIZdqrc2LCe
X-Google-Smtp-Source: ABdhPJwRksruFUAw3qw3yjfCFar2Wuu2PUgLA4Tmw2S+No96az0YsRi+JEqjdEInkIT0Sq6oPxp1zN5CVmpbjUoMkwU=
X-Received: by 2002:a50:d5d5:: with SMTP id g21mr24913266edj.41.1607940505371;
Mon, 14 Dec 2020 02:08:25 -0800 (PST)
MIME-Version: 1.0
From: CHUAN HO AUTO SERVICE <chuanhoautoservice@gmail.com>
Date: Mon, 14 Dec 2020 18:07:48 +0800
Message-ID: <CA+Mfa+wtB+KwNXwkUaAdpdWmE8TC9xDfcrs25eoj9_VrqdFNXA@mail.gmail.com>
Subject: ACCT INV SMQ 242 A & GBH 4390 G (YOUR INSURED) ON 11.12.2020
To: <motorsurvey@sompo.com.sg>
Content-Type: multipart/mixed; boundary="000000000000a8d01905b669d276"
Return-Path: chuanhoautoservice@gmail.com