

Denise Tay (LKKAUTO)

From: Denise Tay (LKKAUTO)
Sent: Thursday, 25 February 2021 1:59 PM
To: 'Choo, Thelma'; Admin-D (LKKAUTO); assignments; SUR
Subject: RE: LKK(KK) \ CMTD2003654/THE - ACCT INV SMQ 242 A & GBH4390G (YOUR INSURED) ON 11.12.2020
Attachments: SUPP.pdf; TP GIA REPORT.pdf; SMO_LKKInvoice1 _ AC2101171.pdf; RESURVEY PHOTO_1.pdf; LKKInspection.pdf; LKKAdjustment1a.pdf; LKK PHOTO.pdf

Dear Thelma,

Enclosed survey report.

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: Choo, Thelma <thelma.choo@sompo.com.sg>
Sent: Thursday, 25 February 2021 12:15 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: LKK(KK) \ CMTD2003654/THE - ACCT INV SMQ 242 A & GBH4390G (YOUR INSURED) ON 11.12.2020

Dear Denise,

We refer to your email below

Please let us have the finalized Survey Report as we have received the letter of Demand from the Workshop

Thank you.

Working From Home with effect from 03 April 2020 till further notice

***** Please note that we have shifted to 50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623**

Best Regards

Thelma Choo

Claims Division

D: 6322 4681 | **T:** 6461 6555

Sompo Insurance Singapore Pte. Ltd.

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

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

Sent: Monday, February 15, 2021 4:05 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 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

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

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



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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

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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

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

Our Reference : CMTD2003654/THE
Your Reference: SMQ242A

Without Prejudice
EMAIL ONLY

Date: 15/12/2020

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



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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

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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/1EvOEUEJdanoCMrjXuU4RIG-JIQ6DNBc/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

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

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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 TSIXCH2.singapore.local (192.168.1.58) by TSIXCH2.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 TSIXCH2.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 ESMTP/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 ZnKFMCFDxzwf3/411hoaf2pNIEsjhufHNUQXzNWdKkrrR5PAibcKLSlrEYoOyxVmzibo WNsQ24rEItHOksumR/RaXw77NtnlxqsoVw8+7hbKFFem7kOuE08OFDGFrdKyFa401YL 3olyF7Y5yT5NV1xooahwTtiJw9IsTLTbO//wvn7fWQ7sJ/dqC2qw2588j91BggdKr947 9nT7hQq5hnLuNOg+ZQE3CZILCVGMT/qU6Psmvt7tKAPKuzK+3aNpweH7D7iwyvdhgGt3 K1rw==
X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=1e100.net; s=20161025; h=x-gm-message-state:mime-version:from:date:message-id:subject:to; bh=ne4u6ypFTO2y6bCn2fSsYUA4JayZjgqN0t6BNXe7ayk=; b=pV1D23MTKIVcZL8xd4NVsSbVT4vMcdO7i8ppkQHSljXOVaCBGdP7ZIRLSEdgtbBYU3 UItRsMhX7xC0MaR6/Jgj007jJFU+C5bNiBCbhhqnB3oKKYq2mLrp/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