

Summer Lee (LKK Auto)

From: Teo, Grace <grace.teo@sompo.com.sg>
Sent: Tuesday, 15 December, 2020 12:49 PM
To: CHUAN HO AUTO SERVICE; 'admin-d@lkkauto.com'; 'assignments@lkkauto.com'; 'SUR'
Cc: Choo, Thelma
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

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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

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



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



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

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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

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



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: TSIECH2.singapore.local

motorsurvey@sompo.com.sg

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

Original message headers:

Received: from TSIECH2.singapore.local (192.168.1.58) by
TSIECH2.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 TSIECH2.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";
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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;
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d=1e100.net; s=20161025;
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X-Google-Smtp-Source:

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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