

Elaine (LKK Auto)

To: Chua, Gek Tiang Ruth
Cc: Veron Chen (LKKAuto); Wong, Lorriance; 'MotorSurvey@sompo.com.sg'; 'SUR'; 'Huey Yon (LKKAuto)'
Subject: RE: Ref : CMTD2003750/RUC RE: OWN DAMAGE CLAIM FOR SMR7220L
Attachments: GIA Rpt.pdf; LKKAdjustment.pdf; LKKInspection.pdf; LKKPhoto.pdf; Resurvey Photo-1.pdf; SMO-LKKInvoice-AC2100462.pdf; Supplementary.pdf

Dear Ruth,

Enclose Survey Report of SMR 7220L.

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: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]
Sent: Thursday, 21 January 2021 11:07 AM
To: Wong, Lorriance; Reports (LKKAuto)
Cc: Chua, Gek Tiang Ruth
Subject: RE: Ref : CMTD2003750/RUC RE: OWN DAMAGE CLAIM FOR SMR7220L

Dear Larriance,

We are in the midst of preparing report.

Dear Reports Dept,

Kindly assist.

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)

From: Wong, Lorriance <lorriance.wong@sompo.com.sg>
Sent: Thursday, 21 January 2021 10:58 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Subject: RE: Ref : CMTD2003750/RUC RE: OWN DAMAGE CLAIM FOR SMR7220L

Your Ref : CS/SMO20014427/Uvd3
Our Ref : CMTD2003750/RUC

Hi Veron

Please be informed that we have received SME final repair bill today.

Kindly let us have your Survey report asap.

Thank you.

Best Regards
Lorriance Wong
Claims Division
D: 63295175 | T: 6461 6555



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

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Tuesday, 12 January 2021 8:22 am
To: Ye, Yong Kang Melvin <melvin.ye@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>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Subject: RE: Ref : CMTD2003750/RUC RE: OWN DAMAGE CLAIM FOR SMR7220L

Dear Melvin,

Enclosed preliminary revised (incl.supplementary) of vehicle SMR 7220L

For your approval please.

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)

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

Sent: Monday, 28 December 2020 12:11 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Teo, Grace <grace.teo@sompo.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

Subject: Ref : CMTD2003750/RUC RE: OWN DAMAGE CLAIM FOR SMR7220L

Dear Veron,

Please authorize the repair of SMR7220L.

Excess : \$750 (Section 1 - \$250 + un-named driver excess - \$500)

Please be informed that our office will operate up to 12:30pm on 24/12/20 and we are closed on 31/12/20.

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



SOMPO
INSURANCE

A Century of Trust

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Monday, December 28, 2020 11:40 AM

To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: FW: OWN DAMAGE CLAIM FOR SMR7220L

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

Dear Ruth,

Kindly let us have your urgent approval please as insured is chasing and provide 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)

From: Veron Chen (LKKAUTO)

Sent: Thursday, 24 December 2020 1:30 PM

To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

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

Subject: RE: OWN DAMAGE CLAIM FOR SMR7220L

Dear Ruth,

Enclosed preliminary revised of vehicle SMR 7220L

Date of survey: 24/12/20

Number of days (estimated) : 4 days

Vehicle repair on part by part

We have Not authorise repair

Kindly let us have your urgent approval please as insured is chasing and provide 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)

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

Sent: Thursday, 24 December 2020 10:17 AM

To: 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Teo, Grace' <grace.teo@sompo.com.sg>; 'Chua, Gek Tiang Ruth' <ruth.chua@sompo.com.sg>

Subject: RE: OWN DAMAGE CLAIM FOR SMR7220L

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted*

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

Sent: Wednesday, 23 December 2020 4:46 PM

To: peiying@smemotor.com.sg; assignments <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: Teo, Grace <grace.teo@sompo.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

Subject: RE: OWN DAMAGE CLAIM FOR SMR7220L

Ref : CMTD2003750/RUC

Hi Pei Ying,

We acknowledged receipt of your claim documents.

Please be informed that Mr Ruth Chua is the handler of this case.

We have appointed LKK Auto to conduct the survey.

Aside to LKK Auto,

Please make arrangement to conduct the survey for SMR7220L and revert with your preliminary report upon completion of survey to my colleague, Ruth for authorization.

Please be informed that our office will operate up to 12:30pm on 24/12/20 and we are closed on 31/12/20.

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



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

Download now @  or 

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: peiying@smemotor.com.sg <peiying@smemotor.com.sg>

Sent: Wednesday, December 23, 2020 12:54 PM

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

Subject: OWN DAMAGE CLAIM FOR SMR7220L

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

Hi,

Forward all relevant documents to you. Kindly arrange your surveyor to inspect our client's vehicle.

Thanks.

Regards,
Pei Ying

From: ptr2@smemotor.com.sg

Sent: Wednesday, December 23, 2020 11:34 AM

To: [Pei Ying](#)

Subject: Attached Image



This email has been checked for viruses by AVG antivirus software.
www.avg.com