

## Shiau Chan (LKKAuto)

---

**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 30 December 2020 10:21 AM  
**To:** 'Teo, Grace'; Choo, Thelma  
**Cc:** SUR  
**Subject:** RE: LKK\ CMTD2003794/THE - SLJ3892C ACC ON 24.12.20 - Own claim recovery - veh in tmr 29/12 @10am  
**Attachments:** SLJ3892C IA.pdf; SLJ 3892C EST.pdf

Dear Thelma,

Enclosed herewith preliminary advice of SLJ 3892C.  
We have not authorise repair.

Kindly advise on authorisation.

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

Best Regards,

**Shiau Chan (Ms)** | Case Handler on behalf of Denise Tay

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto: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, 28 December 2020 10:06 AM  
**To:** 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>  
**Cc:** 'Choo, Thelma' <thelma.choo@sompo.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: LKK\ CMTD2003794/THE - SLJ3892C ACC ON 24.12.20 - Own claim recovery - veh in tmr 29/12 @10am

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 29/12/2020.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Sent:** Monday, 28 December 2020 8:03 AM

**To:** Chua Kee Sin <[chua.kee.sin@simedarby.com.sg](mailto:chua.kee.sin@simedarby.com.sg)>; Choo, Thelma <[thelma.choo@sompo.com.sg](mailto:thelma.choo@sompo.com.sg)>; 'admin-d@lkkauto.com' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Cresendo Llorca Lagman <[cresendo.lagman@simedarby.com.sg](mailto:cresendo.lagman@simedarby.com.sg)>

**Subject:** LKK\ CMTD2003794/THE - SLJ3892C ACC ON 24.12.20 - Own claim recovery - veh in tmr 29/12 @10am

Our Reference : CMTD2003794/THE

Your Reference: SLJ3892C

Hi Kee Sin,

We acknowledged receipt of your claim documents and have appointed **LKK Auto** to conduct the survey.

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](mailto:thelma.choo@sompo.com.sg)

Hi **LKK AUTO**,

Please assist to arrange **Mr. Kenneth or Mr. Marcus** to conduct the motor survey on Own Damage basis.

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

Aside to Thelma,

Please advise on the Excess and Authorisation.

#### **Business Closure on New Year's Eve and New Year's Day**

Our office will be closed on 31st December, 2020 (Thursday) and on New Year Day, 1st January 2021 (Friday).

Business will resume on 4th January 2021 (Monday).

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](mailto:motorsurvey@sompo.com.sg)



**A Century of Trust**

**Sompo Insurance Singapore Pte. Ltd.**

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

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

**Quick & Easy Claims Submission<sup>1</sup> & Product Purchase<sup>2</sup> via Sompo SG**

**Download now @**



or



<sup>1</sup> For Travel, Personal Accident & Home Insurance | <sup>2</sup> 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

-----Original Message-----

From: Chua Kee Sin <[chua.kee.sin@simedarby.com.sg](mailto:chua.kee.sin@simedarby.com.sg)>

Sent: Monday, December 28, 2020 7:45 AM

To: Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>

Cc: Cresendo Llorca Lagman <[cresendo.lagman@simedarby.com.sg](mailto:cresendo.lagman@simedarby.com.sg)>; claimsreport <[claimsreport@sompo.com.sg](mailto:claimsreport@sompo.com.sg)>

Subject: RE: SLJ3892C - Own claim recovery

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

Dear Sompo Claim Officer,

Please to reminder for the arrangement surveyor tomorrow to be confirm.

Thank you

Best regards

Chua Kee Sin

Senior Customer Service Advisor

Body and Paint

BMW

Performance Motors Ltd

Performance Munich Autos

TEL: +65 1800 2255 269

DDI: +65 6319 0110

FAX: +65 6479 4601

Mobile: +65 9116 5200

Address : 303 Alexandra Road, Singapore 159941

Email: [chua.kee.sin@simedarby.com.sg](mailto:chua.kee.sin@simedarby.com.sg)

www.bmw.com.sg

Sime Darby Motors  
A member of the Sime Darby Group

-----Original Message-----

From: Chua Kee Sin  
Sent: Thursday, 24 December 2020 11:35 am  
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>  
Cc: Cresendo Llorca Lagman <cresendo.lagman@simedarby.com.sg>; claimsreport@sompo.com.sg  
Subject: SLJ3892C - Own claim recovery

Dear Sompo Insurance claim officer,

Kindly refer to the attach file for your confirmation arrangement surveyor on the 29.12.2020.Tuesday morning at 10am

Before update customer for the arrangement.

Car Plate no SLJ3892C - Own claim recovery.

Merry Christmas

Thank you  
Best regards

Chua Kee Sin  
Senior Customer Service Advisor  
Body and Paint

BMW  
Performance Motors Ltd  
Performance Munich Autos

TEL: +65 1800 2255 269  
DDI: +65 6319 0110  
FAX: +65 6479 4601  
Mobile: +65 9116 5200  
Address : 303 Alexandra Road, Singapore 159941  
Email: chua.kee.sin@simedarby.com.sg

www.bmw.com.sg

Sime Darby Motors  
A member of the Sime Darby Group

-----Original Message-----

From: service.pml@simedarby.com.sg <service.pml@simedarby.com.sg>  
Sent: Thursday, 24 December 2020 11:29 am  
To: Chua Kee Sin <chua.kee.sin@simedarby.com.sg>  
Subject: Message from KM\_558e



---

This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)