

## Veron Chen (LKKAUTO)

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**From:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>  
**Sent:** Monday, 1 March 2021 4:52 PM  
**To:** pohkin@kgcworkshop.com.sg  
**Cc:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: Direct Settle ; RE: LKK(KK) \ CMTD2100326/GPL(nr) - <Immediate Attention> (Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)  
**Attachments:** LOD.pdf; GIA search.pdf; LOA.pdf; Coating Invoice Tan Buck Guan.pdf; coating invoice.jpeg

Dear Sir / Madam,

With reference to your email below, we acknowledge receipt of the enclosed and we will revert once we have the final report from M/s LKK.

By email copy to M/s LKK AUTO,

Please assist above, thank you.

[ work from home ]

Best Regards

**Gnoh Pau Loong**

Claims Division

D: 6329 5217 | T: 6461 6555



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

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**From:** pohkin@kgcworkshop.com.sg <pohkin@kgcworkshop.COM.SG>

**Sent:** Monday, March 1, 2021 1:37 PM

**To:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

**Subject:** RE: Direct Settle ; RE: LKK(KK) \ CMTD2100326/GPL(nr) - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

**Importance:** High

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**WITHOUT PREJUDICE**

**SAVE AS TO CSOTS**

Your Ref: LKK(KK) \ CMTD2100326/GPL(nr) (Sompo Insured SLG 6853L)

Our Ref: SLT 158G

Dear Pau Loong,

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS**

We refer to the above matter.

We attached herewith a copy of the Letter of Demand for your kind attention and necessary action.

We appreciate if you could kindly let us have your offer as soon as possible.

Thank you.

Regards,

**Poh Kin, Chong**

*Claims Executive*

**KGC WORKSHOP PTE LTD**

14 Ang Mo Kio St 63, Block B (Singapore 569116)

Tel (65) 6451 0353 / 6453 6279 | F (65) 6456 5410 | M (65) 8189 2986

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---

**From:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Sent:** Friday, 29 January 2021 4:52 PM

**To:** [pohkin@kgcworkshop.COM.SG](mailto:pohkin@kgcworkshop.COM.SG)

**Cc:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Direct Settle ; RE: LKK(KK) \ CMTD2100326/GPL(nr) - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

Dear PohKin,

Thank you for your email and we acknowledge receipt of the footage and photos.

As captioned, we would like to Direct Settle and please liaise with agreed surveyor, M/s LKK for survey / finalization, thank you.

By email copy to M/s LKK,

Please assist above, thank you.

Best Regards

**Gnoh Pau Loong**

Claims Division

D: 6329 5217 | T: 6461 6555



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**From:** [pohkin@kgcworkshop.com.sg](mailto:pohkin@kgcworkshop.com.sg) <[pohkin@kgcworkshop.COM.SG](mailto:pohkin@kgcworkshop.COM.SG)>

**Sent:** Friday, January 29, 2021 4:27 PM

**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Please forward footage ; RE: LKK(KK) \ CMTD2100326/GPL(nr) - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

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**WITHOUT PREJUDICE**

**SAVE AS TO CSOTS**

Your Ref: to be advised (Sompo Insured SLG 6853L)

Our Ref: SLT 158G

Dear Pau Loong,

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS**

We refer to the above matter.

We attached herewith a copy of the accident video footage and scene photo for your kind attention.

Your Insured collided into our customer stationary vehicle.

Kindly advise case Liability.

Thank you.

Regards,

**Poh Kin, Chong**

*Claims Executive*

**KGC WORKSHOP PTE LTD**

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**From:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Sent:** Friday, 29 January 2021 4:14 PM

**To:** [pohkin@kgcworkshop.COM.SG](mailto:pohkin@kgcworkshop.COM.SG)

**Cc:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@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)>

**Subject:** Please forward footage ; RE: LKK(KK) \ CMTD2100326/GPL(nr) - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

Dear Ms PohKin,

With reference above, please forward the footage, thank you.

Best Regards

**Gnoh Pau Loong**

Claims Division

D: 6329 5217 | T: 6461 6555



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**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Sent:** Friday, January 29, 2021 3:29 PM

**To:** [pohkin@kgcworkshop.com.sg](mailto:pohkin@kgcworkshop.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:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Subject:** LKK(KK) \ CMTD2100326/GPL(nr) - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

Without Prejudice

Our Reference: CMTD2100326/GPL

Your Reference: SLT158G

Hi Poh Kin,

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 **SLT158G** on a without prejudice and any admission of liability basis.

Please revert your report upon completion of survey to my colleague, **Mr. Pau Loong**.

Please be informed that we have yet to receive our insured's accident report.

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**

For motor claims survey request, please email to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)



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**From:** [pohkin@kgcworkshop.com.sg](mailto:pohkin@kgcworkshop.com.sg) <[pohkin@kgcworkshop.COM.SG](mailto:pohkin@kgcworkshop.COM.SG)>

**Sent:** Friday, January 29, 2021 3:10 PM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Cc:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Subject:** RE: PRI \ CMTD2100326/GPL - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

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Your Ref: to be advised (Your Insured SLG 6853L)

Our Ref: SLT 158G

Dear Grace,

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS**

We refer to the above matter.

Please be informed that we will like to select Mr Kenneth Kong (M/s LKK Auto Consultants Pte Ltd) as SJE.

Thank you.

Regards,

Poh Kin, Chong

Claims Executive

**KGC WORKSHOP PTE LTD**

14 Ang Mo Kio St 63, Block B (Singapore 569116)

Tel (65) 6451 0353 / 6453 6279 | F (65) 6456 5410 | M (65) 8189 2986

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**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Sent:** Friday, 29 January 2021 2:58 PM

**To:** [pohkin@kgcworkshop.COM.SG](mailto:pohkin@kgcworkshop.COM.SG); Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Subject:** PRI \ CMTD2100326/GPL - <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

Our Reference: CMTD2100326/GPL

Your Reference: SLT158G

**Without Prejudice**

**EMAIL ONLY**

Date: 29/01/2021

OUR Email: [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)

**Attention:**

**M/S KGC WORKSHOP PTE LTD**

Dear Poh Kin,

**ACCIDENT INVOLVING SLG6853L & SLT158G ON 28.01.2021**

We refer to your Notice of Accident dated 29/01/2021.

Please be informed that **Mr. Gnoh Pau Loong** is the handler of this case who can be contacted at 63295 217/  
[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@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**

	<b>Motor Surveyor</b>	<b>Surveyor</b>	<b>Selection (Indicate as tick)</b>
	LKK Auto Consultants	Kenneth Kong Seng Cheong	
		Marcus Chua Kang Seng	
	Priority Services	Jimmy Lee	
		Lawrence Ng	
		Jeffrey Ong	

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 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)



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**From:** [pohkin@kgcworkshop.com.sg](mailto:pohkin@kgcworkshop.com.sg) <[pohkin@kgcworkshop.COM.SG](mailto:pohkin@kgcworkshop.COM.SG)>

**Sent:** Friday, January 29, 2021 2:24 PM

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

**Subject:** <Immediate Attention>(Pre-Repair Survey)(ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS)

**Importance:** High

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Your Ref: to be advised (Your Insured SLG 6853L)



Our Ref: SLT 158G

Dear Sirs,

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLT 158G AND SLG 6853L ALONG RAFFLES CITY SHOPPING CENTRE CARPARK ON 28.01.2021 AT 1212 HRS**

We act for **Tan Buck Guan**, whose vehicle was registration number **SLT 158G** was damaged in the above accident.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within **2 working** days of your receipt of this notice whether you would lie to conduct a pre-repair survey of the vehicle.

Kindly let us have your **List of Surveyor** as your nominated SJE for our consideration within the stipulated timeline under the NIMA Protocol.

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Regards,

**Poh Kin, Chong**

*Claims Executive*

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