

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 2 March 2021 10:43 AM
To: Teo, Grace; SUR; 'Ye, Yong Kang Melvin'
Subject: RE: LKK(MC) \ CMTD2100334/MYE - Accident involving SMU 7577 S & GBK4571K on 27/01/2021 (PRE-REPAIR SURVEY REQUEST)
Attachments: SMU7577S IA.pdf

Dear Melvin,

Enclosed herewith preliminary advice of SMU 7577S.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Tuesday, 9 February 2021 2:47 PM

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

Subject: RE: LKK(MC) \ CMTD2100334/MYE - Accident involving SMU 7577 S & GBK4571K on 27/01/2021 (PRE-REPAIR SURVEY REQUEST)

Dear Melvin,

Please be informed that we have inspected the vehicle SMU 7577S on 03/02/2021.

We are pending for estimate from repairer.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 2 February 2021 4:26 PM

To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: LKK(MC) \ CMTD2100334/MYE - Accident involving SMU 7577 S & GBK4571K on 27/01/2021 (PRE-REPAIR SURVEY REQUEST)

Hi LKK,

Attached herewith both reports.

Business Closure during Chinese New Year 2021

Our office will be closed on 11 February, 2021 (Thursday) and 12 February, 2021 (Friday) for Chinese New Year.

Business will resume on 15 February, 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



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: Teo, Grace

Sent: Tuesday, February 2, 2021 4:20 PM

To: 'Claims Dept' <claims_rar@bifrostauto.com>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>

Subject: LKK(MC) \ CMTD2100334/MYE - Accident involving SMU 7577 S & GBK4571K on 27/01/2021 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Our Reference: CMTD2100334/MYE

Your Reference: SMU7577S

Hi Nur'Ikhwan,

We refer to your email reply of today.

We will appoint **Mr. Marcus Chua** of **LKK AUTO** to survey the above vehicle.

Aside to **LKK AUTO**,

Please arrange **Mr. Marcus** to conduct the survey for **SMU7577S** on a without Prejudice and any admission of liability basis.

Please submit with your report upon completion of survey to my colleague, **Mr. Melvin**.

Thank you.

Business Closure during Chinese New Year 2021

Our office will be closed on 11 February, 2021 (Thursday) and 12 February, 2021 (Friday) for Chinese New Year.

Business will resume on 15 February, 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



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

From: Claims Dept <claims_rar@bifrotauto.com>

Sent: Tuesday, February 2, 2021 4:04 PM

To: Teo, Grace <grace.teo@sompo.com.sg>; Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; claims <claims@bifrotauto.com>; Lucas Chow <assessment_ral@bifrotauto.com>

Subject: Re: PRI \ CMTD2100334/MYE - Accident involving SMU 7577 S & GBK4571K on 27/01/2021 (PRE-REPAIR SURVEY REQUEST)

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

Without Prejudice,

Dear Sir/Ma'am,

Please arrange for Marcus to come for the survey.

Thank you.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan
Motor Claims Department
Tel: 9329 0237

On Tue, 2 Feb 2021 at 14:16, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference: CMTD2100334/MYE

Your Reference: SMU7577S

Date: 02/02/2021

Without Prejudice
EMAIL ONLY

OUR Email: motorsurvey@sompo.com.sg

Attention:
M/S BIFROST AUTO

Hi Nur'Ikhwan,

ACCIDENT INVOLVING GBK4571K & SMU7577S ON 27.01.2021

We refer to your Notice of Accident dated 02/02/2021.

Please be informed that **Mr. Melvin Ye** is the handler of this case who can be contacted at 63224 667/
melvin.ye@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			Selection (Indicate as tick)
	Motor Surveyor	Surveyor	
	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.

Business Closure during Chinese New Year 2021

Our office will be closed on 11 February, 2021 (Thursday) and 12 February, 2021 (Friday) for Chinese New Year.

Business will resume on 15 February, 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



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: Claims Dept <claims_rar@bifrostauto.com>

Sent: Tuesday, February 2, 2021 10:55 AM

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

Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>

Subject: Accident involving SMU 7577 S & GBK 4571 K on 27/01/2021 (PRE-REPAIR SURVEY REQUEST)

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

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, CHAN ZHI QIAN ZANN , to notify you of the aforesaid accident involving our client's vehicle SMU7577S and your insured's vehicle GBK4571K on 27/01/2021.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against GBK4571K for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: IKHWAN (93290237)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 02/02/2021

PRS ARRANGEMENT (Date & Time) : 02/02/2021 after 1400hrs (Vehicle In)

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7

days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan

Motor Claims Department

Tel: 9329 0237