

Denise Tay (LKKAUTO)

From: Henry, Irene James <irene.henry@sompo.com.sg>
Sent: Tuesday, 16 February 2021 9:57 AM
To: Shiau Chan (LKKAUTO)
Cc: SUR
Subject: RE: LKK \ CMTD2100451/IJH - SJA76H ACC ON 08.02.21 - OD CLAIM - veh cmg 10/2 @ 12-3pm

Dear Shiau Chan,

Please proceed to authorise the repair as part by part repair basis.

Kindly update us should there be any supplementary.

Best Regards

Irene Henry

Claims Division

D: 6322 4618 | T: 6461 6555



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Sompo Insurance Singapore Pte. Ltd.

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

Sent: Wednesday, 10 February 2021 2:18 pm

To: Han, Bernard <Bernard.han@sompo.com.sg>

Cc: SUR <sur@lkkauto.com>; Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: LKK \ CMTD2100451/IJH - SJA76H ACC ON 08.02.21 - OD CLAIM - veh cmg 10/2 @ 12-3pm

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Dear Bernard,

Enclosed herewith preliminary advice of SJA 76H.

The vehicle repair on part by part basis due to no 2nd hand parts available.

We have not authorise repair.

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: Han, Bernard <Bernard.han@sompo.com.sg>

Sent: Wednesday, 10 February 2021 1:18 PM

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

Cc: Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: LKK \ CMTD2100451/IJH - SJA76H ACC ON 08.02.21 - OD CLAIM - veh cmg 10/2 @ 12-3pm

Dear Ms Summer

Replying on behalf of Irene as she is on leave today.

1. Please proceed to authorise Own Damage repair to SJA76H if damage is consistent.
2. Own Damage claim excess is waived.

Thank you.

Best Regards

Bernard Han

Claims Division

D: 6322 4659 | T: 6461 6555



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

Sent: Tuesday, 9 February 2021 4:49 pm

To: Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Henry, Irene James <irene.henry@sompo.com.sg>

Subject: Re: LKK \ CMTD2100451/IJH - SJA76H ACC ON 08.02.21 - OD CLAIM - veh cmg 10/2 @ 12-3pm

Dear Sir/Madam,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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, 9 February 2021 4:13 PM

To: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>

Subject: LKK \ CMTD2100451/IJH - SJA76H ACC ON 08.02.21 - OD CLAIM - veh cmg 10/2 @ 12-3pm

Our Reference : CMTD2100451/IJH

Your Reference: SJA76H

Hi Zila,

Please be informed that **Ms. Irene Henry** is the handler of this case who can be contacted at 63224 618/
irene.henry@sompo.com.sg

Please be informed that we will appoint **LKK AUTO** to conduct the survey.

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. Irene** for authorisation.

Aside to **Irene**,

Please advise on the Excess and Authorisation.

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



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From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Sent: Tuesday, February 9, 2021 3:00 PM
To: Teo, Grace <grace.teo@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>; Teo, See Ling <seeling.teo@sompo.com.sg>
Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: RE: PP\ CMTD2100451/IJH - SJA76H ACC ON 08.02.21 - OD CLAIM

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Hi ,

Pls refer to the attached est COR.
Thanks .

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Sent: Tuesday, February 9, 2021 1:37 PM
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Cc: Teo, Grace <grace.teo@sompo.com.sg>
Subject: SJA76H - OD CLAIM

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

Hi Claims Dept,

Kindly arrange for survey.

Note: Owner will send vehicle on WED 10/02/2021 @ 12-3pm.

Note: Vehicle will be @ ALM AMK Autopoint Workshop.

Note: Est COR will be emailed shortly.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170