

Veron Chen (LKKAUTO)

From: Hwang, Shiang Yi <shiangyi.hwang@sompo.com.sg>
Sent: Tuesday, 27 April 2021 8:58 AM
To: Veron Chen (LKKAUTO)
Cc: SUR
Subject: RE: CMTD2100698/SYH - OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021- OWN DAMAGED (TYRE BOLD)

Dear Veron,

Thanks for your email.

Please proceed to close the file and let us have the final bill.

With the evolving situation of Covid-19, we are working from home with effect from 6 April 2020 until further notice.

Best Regards

Hwang Shiang Yi

Claims Division

D: 6329 5205 | T: 6461 6555



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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

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

Sent: Friday, April 23, 2021 5:47 PM

To: Hwang, Shiang Yi <shiangyi.hwang@sompo.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: FW: CMTD2100698/SYH - OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021- OWN DAMAGED (TYRE BOLD)

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

Dear Shiang Yi

Our surveyor had reviewed the invoice provided. The invoice did not contain proper breakdown of parts but had however indicated several major parts like front bumper, front bonnet, front grille and headlamps etc replaced. According to our surveyor, these parts were damaged as a result of the accident.

The total invoice cost is lower than our adjusted amount (not including check items) hence our surveyor is of the opinion that the invoice cost is reasonable.

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: Hwang, Shiang Yi <shiangyi.hwang@sompo.com.sg>

Sent: Friday, 23 April 2021 9:35 AM

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

Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: FW: CMTD2100698/SYH - OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021- OWN DAMAGED (TYRE BOLD)

Dear Veron,

Refer to our email dated 20/04/2021.

Please advise.

With the evolving situation of Covid-19, we are working from home with effect from 6 April 2020 until further notice.

Best Regards

Hwang Shiang Yi

Claims Division

D: 6329 5205 | **T:** 6461 6555



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From: Hwang, Shiang Yi

Sent: Tuesday, April 20, 2021 11:55 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: CMTD2100698/SYH - OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021- OWN DAMAGED (TYRE BOLD)

Dear Veron,

Please assist to check with the surveyor the repair cost are reasonable and the parts related to this accident.

With the evolving situation of Covid-19, we are working from home with effect from 6 April 2020 until further notice.

Best Regards



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

Sent: Thursday, March 11, 2021 12:41 PM

To: Hwang, Shiang Yi <shiangyi.hwang@sompo.com.sg>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: CMTD2100698/SYH - OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021- OWN DAMAGED (TYRE BOLD)

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Dear Shiang Yi,

According to surveyor tyres of the insured vehicle with remaining thread depth of approximately Front 3mm and Rear 2mm. The condition of the tyres did not contribute to the accident.
Please see attached photos.

Enclosed preliminary revised of vehicle SLM 3239Z

Date of survey: 10/3/21

Number of days (estimated) : 5 days

Pending parts prices from repairer

Vehicle repair on parts by parts as repairer unable to locate 2nd hand parts.

We have Not authorise repair, kindly provides 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: Hwang, Shiang Yi <shiangyi.hwang@sompo.com.sg>

Sent: Tuesday, 9 March 2021 2:26 PM

To: assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: CMTD2100698/SYH - OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021- OWN DAMAGED (TYRE BOLD)

Dear LKK,

Please assist to arrange survey for vehicle no SLM3239Z. We are suspected the tyre bald.

Please assist to comment whether the accident will be caused by tyre bald.

Password for document will send by separate email.

With the evolving situation of Covid-19, we are working from home with effect from 6 April 2020 until further notice.

Best Regards

Hwang Shiang Yi

Claims Division

D: 6329 5205 | T: 6461 6555



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From: Andrew Cornelius Goh Cheng Chuan <AndrewCorneliusGoh@sparkcarcare.com>

Sent: Friday, March 5, 2021 1:09 PM

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

Cc: Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>;

Ngo Toh Wee <Ngotw@sparkcarcare.com>; Denis Teo Chin Chye <denisteo@sparkcarcare.com>; Choo Jing Yuan

<choojy@cdge.com.sg>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Subject: OD _ CLAIM _ SLM3239Z _ DOA 04.03.2021

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Dear Sir

Please arrange to survey the car at CDGE, Braddell.

Car in workshop for survey.

Regards,

Andrew C Goh

Motor Vehicle Assessor (Accident Repair)

T: 6383 7362 | M: 9832 8740

W: www.SPARKcarcare.com



Think Before Printing

From: canon@comfortdelgro.com.sg <canon@comfortdelgro.com.sg>

Sent: Friday, 5 March 2021 1:04 PM

To: Andrew Cornelius Goh Cheng Chuan <AndrewCorneliusGoh@sparkcarcare.com>

Subject: .

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