

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 25 August 2021 5:25 PM  
**To:** Chua, Gek Tiang Ruth; Admin-D (LKKAUTO); assignments  
**Cc:** SUR; Teo, Grace  
**Subject:** RE: LKK \ CMTD2100761/RUC(nr) - ARRANGE PRI FOR SKJ 749R (YOUR REF: CB7118C) ACC ON 08.02.21

Dear Ruth,

Our surveyor is still verifying the parts prices as the complete parts prices was only provided to us yesterday.

Will inform the attending surveyor to expedite asap.

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)

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**From:** Chua, Gek Tiang Ruth [mailto:ruth.chua@sompo.com.sg]  
**Sent:** Wednesday, 25 August 2021 3:43 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>  
**Subject:** RE: LKK \ CMTD2100761/RUC(nr) - ARRANGE PRI FOR SKJ 749R (YOUR REF: CB7118C) ACC ON 08.02.21

Dear all

We have not received your survey report for SKJ749R.

Please advise.

Due to the evolving situation with Covid-19, we are working from home with effect from 03.04.2020 till further notice. Please expect delays in our replies during this time. We apologize for any inconvenience caused.

Best Regards

**Ruth Chua**

Claims Division

D: 6329 5153 | T: 6461 6555



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INSURANCE

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Monday, 15 March 2021 11:06 am

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: LKK \ CMTD2100761/RUC(nr) - ARRANGE PRI FOR SKJ 749R (YOUR REF: CB7118C) ACC ON 08.02.21

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

Dear Ruth,

Please be informed that we have inspected the vehicle SKJ 749R on 11/3/21.

We are pending parts prices from repairer.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Tuesday, 9 March 2021 5:14 PM

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

**Cc:** 'Chua, Gek Tiang Ruth' <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: LKK \ CMTD2100761/RUC(nr) - ARRANGE PRI FOR SKJ 749R (YOUR REF: CB7118C) ACC ON 08.02.21

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer agreed to survey on 10/03/2021.

**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)

*\* 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*

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

**Sent:** Tuesday, 9 March 2021 4:28 PM

**To:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>; '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:** Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>;

Chrystia Liew <[chrystia@apautomotive.services](mailto:chrystia@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>; Nic Chia

<[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>

**Subject:** LKK \ CMTD2100761/RUC(nr) - ARRANGE PRI FOR SKJ 749R (YOUR REF: CB7118C) ACC ON 08.02.21

Without Prejudice

Our Reference: CMTD2100761/RUC

Your Reference: SKJ749R

Hi Juliana,

We refer to your email reply of today and will appoint **LKK AUTO** to survey the above vehicle.

Hi **LKK Auto**,

Please arrange **Mr. Kenneth or Mr. Marcus** to survey **SKJ749R** on a without prejudice and any admission of liability basis.

Please revert your report upon completion of survey to my colleague, **Ms. Ruth.**

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)



**Sompo Insurance Singapore Pte. Ltd.**

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

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**From:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>

**Sent:** Tuesday, March 9, 2021 4:14 PM

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

**Cc:** Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>; Chrystia Liew <[chrystia@apautomotive.services](mailto:chrystia@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>; Nic Chia <[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>

**Subject:** Re: PRI \ CMTD2100761/RUC(nr) - ARRANGE PRI FOR SKJ 749R (YOUR REF: CB7118C) ACC ON 08.02.21

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

Hi Grace

We are pleased to choose LKK to inspect our client vehicle

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,

**Ms Juliana**



**AP Automotive Services Pte Ltd  
(CLAIMS DEPARTMENT)**

ROC / GST REG NO : 202022890H

9006 Tampines Street 93 #01-202 Tampines Industrial Park A  
Singapore 528840  
TEL : 6970 4786  
FAX : 6787 4886

On Tue, 9 Mar 2021 at 15:47, Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)> wrote:

Our Reference: CMTD2100761/RUC

Your Reference: SKJ749R

**Without Prejudice**

Date: 09/03/2021

**EMAIL ONLY**

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

**Attention:**

**M/S AP AUTOMOTIVE SERVICES PTE LTD**

Dear Juliana,

**ACCIDENT INVOLVING CB7118C & SKJ749R ON 08.03.2021**

We refer to your Notice of Accident dated 09/03/2021.

Please be informed that Ms. Ruth Chua is the handler of this case who can be contacted at 63295 153/  
[ruth.chua@sompo.com.sg](mailto:ruth.chua@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:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>

**Sent:** Tuesday, March 9, 2021 2:55 PM

**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Cc:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>; Chrystia Liew <[chrystia@apautomotive.services](mailto:chrystia@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>; Nic Chia <[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>

**Subject:** ARRANGE PRI FOR SKJ 749R (YOUR REF: CB 7118C)

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

Dear Sir / Madam

Kindly arrange your surveyor to inspect our vehicle at

**56 Loyang Way,**

**#04-04 Loyang Enterprise Building,**

**Singapore 508775**

Contact Person : ELF 8749 6614

**Your Insured : CB 7118C**

**DOA: 08.03.2021**

**Location: SLIP RD FROM TPY LORONG 2 TWDS [IE (CHANGI)]**

**TIME: 18:15hrs**

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,

***Ms Juliana***



**AP Automotive Services Pte Ltd**

**(CLAIMS DEPARTMENT)**

ROC / GST REG NO : 202022890H

9006 Tampines Street 93 #01-202 Tampines Industrial Park A

Singapore 528840

TEL : 6970 4786

FAX : 6787 4886



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