

Elaine (LKK Auto)

To: Chan, Shu Hui Agnes
Cc: 'Claims - Motor Survey'; SUR; Veron Chen (LKKAuto); 'Huey Yon (LKKAuto)'
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633
Attachments: GIA Rpt.pdf; LKKAdjustment.pdf; LKKInspection.pdf; LKKPhoto.pdf; Resurvey Photo-1.pdf; SMO-LKKInvoice-AC2104816.pdf; Supplementary.pdf

Dear Agnes,

Enclose Survey Report of YN 5910X.

Thank you.

Best Regards,

ELAINE | Reports
LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]
Sent: Thursday, 8 July 2021 9:40 AM
To: Chan, Shu Hui Agnes; Bryan Ang (LKKAuto); Reports (LKKAuto)
Cc: SUR; assignments
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Agnes,

Thank you for the email.

Dear Report Dept,

Kindly expedite report.

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: Chan, Shu Hui Agnes [<mailto:agnes.chan@sompo.com.sg>]
Sent: Thursday, 8 July 2021 9:37 AM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Veron

Please forward the survey report as we have received OD repair bill.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327| **T:** 6461 6555



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From: Chan, Shu Hui Agnes
Sent: Thursday, July 1, 2021 5:45 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Veron

We refer to our phone conversation just now.

We agreed the revised preliminary revised.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327| **T:** 6461 6555

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

Sent: Thursday, July 1, 2021 1:59 PM

To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

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

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes,

Enclosed preliminary revised (incl.supplementary).

For your approval please.

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: Chan, Shu Hui Agnes [<mailto:agnes.chan@sompo.com.sg>]

Sent: Friday, 26 March 2021 3:29 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Bryan

We authorize the repair of YN5910X and the excess of S\$750/- is applicable.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | T: 6461 6555



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From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Thursday, March 25, 2021 10:07 AM

To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Han, Bernard <Bernard.han@sompo.com.sg>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes

Yes, all tyres are within the legal requirement.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Wednesday, 24 March 2021 4:08 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Han, Bernard <Bernard.han@sompo.com.sg>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Bryan

Please advise whether all tyres thread are within the legal limit/ requirement.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | T: 6461 6555



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From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Wednesday, March 24, 2021 2:39 PM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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

Dear Agnes

Refer to the attached.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>

Sent: Wednesday, 24 March 2021 10:01 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Bryan

Any updates?

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

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From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Monday, March 22, 2021 3:13 PM

To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes

I will personally go down to do the requested tomorrow morning and revert thereafter.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Monday, 22 March 2021 10:11 AM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Bryan

We refer to our phone conversation just now.

Please provide as follows:

1. measure full threads of all the tyres
2. the photograph that the device tilt on each tyre thread with the measurement
3. the overall percentage of tyres boldness.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Divison

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From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Friday, March 19, 2021 4:04 PM

To: Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes

Please see attached.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

Sent: Friday, 19 March 2021 3:58 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Importance: High

Dear Bryan

Please advise whether we can have the new set of photographs by today.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Divison

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From: Chan, Shu Hui Agnes

Sent: Thursday, March 18, 2021 4:02 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Bryan

We will look forward to take photographs.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | **T:** 6461 6555

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From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Sent: Thursday, March 18, 2021 2:46 PM

To: Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes

It is due to space issue and for clarity of photos taken.

If you require another set of photos then we will have to re-arrange to have the photos taken again and forward it when we have it.

However, do note that regardless of using which device to measure, the condition of the tyres are still within the legal requirement.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

Sent: Thursday, 18 March 2021 2:38 PM

To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Importance: High

Dear Bryan

How come the measurement photographs of YN5910X were taken separately?

Please take the photographs of the readings result with the equipment resting on the tyres and measuring the tries.

The photograph below was taken by your surveyor for another case.



Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Divison

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From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Sent: Thursday, March 18, 2021 11:06 AM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes

Please see attached photos of the 6 tyres and their respective measurements.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Thursday, 18 March 2021 9:18 AM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Bryan

We refer to our phone conversation yesterday.

Please forward the photographs prove all tyres thread measurements are within the legal limit/ requirement at the soonest.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Divison

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From: Chan, Shu Hui Agnes

Sent: Wednesday, March 17, 2021 8:43 AM

To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: FW: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Importance: High

Dear Bryan

Please forward the photographs prove all tyres thread measurements are within the legal limit/ requirement.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | **T:** 6461 6555

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

Sent: Tuesday, March 16, 2021 12:02 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

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

Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes,

Enclosed preliminary revised of vehicle YN 5910X

Date of survey: 15/3/21

Number of days (estimated) : 21 days

We have Not authorise repair.

Kindly let us have your approval and 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: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Monday, 15 March 2021 6:43 PM

To: Chan, Shu Hui Agnes <agnes.chan@sampo.com.sg>

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

Subject: Re: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

Dear Agnes

Surveyor had inspected the vehicle earlier this afternoon and I have reviewed the photos taken.

The vehicle is fitted with 6 tyres. 2 front and 4 rear. The tread pattern of all the tyres were still visible with the 2 left rear tyres having less visible tread pattern as compared to the other 4 tyres.

Overall, condition of all tyres still within legal requirement.

Surveyor had also followed through with the OD Survey and my office will revert with the PA within tomorrow.

Bryan Ang
LKK Auto Consultants Pte Ltd

On 15 Mar 2021, at 17:05, Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg> wrote:

Dear LKK

Please advise who will inspect tyres condition and when we receive the inspect status.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327| **T:** 6461 6555

<image001.jpg>

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Monday, March 15, 2021 10:56 AM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; sur@lkkauto.com; "assignments" <assignments@lkkauto.com>
Subject: RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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

Dear Sir / Mdm,

Thank you for your assignment.

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)

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.

From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Sent: Monday, 15 March, 2021 9:45 AM
To: 'sur@lkkauto.com' <sur@lkkauto.com>; 'assignments' (assignments@lkkauto.com) <assignments@lkkauto.com>
Subject: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633
Importance: High

Insured: RINCO BONINGTON (S) PTE LTD
Policy: D21MTPCVE000272

Dear LKK

We refer to the above matter.

We herewith enclosed YN5910X and the estimate of SME Motor for your attention.

Please inspect whether any tyres of YN5910X are legally bold.

If your surveyor find any tyres of YN5910X are legally bold, please conduct the full survey of YN5910X.

If your surveyor find **no** tyres of YN5910X are legally bold, please do **not** conduct full survey of YN5910X. Please submit tyres condition report **only**.

Working From Home with effect from 03 April 2020 till further notice.

Thank you.

Best Regards

Agnes Chan

Claims Division

D: 6329 5327 | **T:** 6461 6555

<image001.jpg>

Sompo Insurance Singapore Pte. Ltd.

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

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