

## Veron Chen (LKKAUTO)

---

**From:** Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>  
**Sent:** Friday, 26 March 2021 3:29 PM  
**To:** Bryan Ang (LKKAUTO)  
**Cc:** Veron Chen (LKKAUTO); SUR; assignments  
**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

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

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](mailto: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](mailto:agnes.chan@sompo.com.sg)>

**Sent:** Wednesday, 24 March 2021 4:08 PM

**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

**Sent:** Wednesday, March 24, 2021 2:39 PM

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

**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: inspection on tyres condition of YN5910X; OUR REF: CMTD2100633

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Dear Agnes

Refer to the attached.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto: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](mailto:agnes.chan@sompo.com.sg)>

**Sent:** Wednesday, 24 March 2021 10:01 AM

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

Claims Division

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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Monday, March 22, 2021 3:13 PM  
**To:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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](mailto: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](mailto:agnes.chan@sompo.com.sg)>  
**Sent:** Monday, 22 March 2021 10:11 AM  
**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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 Division

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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Friday, March 19, 2021 4:04 PM  
**To:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Sent:** Friday, 19 March 2021 3:58 PM  
**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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 Division

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**From:** Chan, Shu Hui Agnes

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

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

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

Dear Bryan

We will look forward to retake photographs.

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

Thank you.

Best Regards

**Agnes Chan**

Claims Division

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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Thursday, March 18, 2021 2:46 PM  
**To:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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

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](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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**From:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Sent:** Thursday, 18 March 2021 2:38 PM  
**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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.





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Thank you.

Best Regards

**Agnes Chan**

Claims Division

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disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Thursday, March 18, 2021 11:06 AM  
**To:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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**From:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Sent:** Thursday, 18 March 2021 9:18 AM  
**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto: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 tread 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 Division

D: 6329 5327 | T: 6461 6555



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**From:** Chan, Shu Hui Agnes

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

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Tuesday, March 16, 2021 12:02 PM  
**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Cc:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto: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](mailto:sur@lkkauto.com) | fax: 6256-4315

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---

**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Monday, 15 March 2021 6:43 PM  
**To:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Cc:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto: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](mailto: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>

**Sompo Insurance Singapore Pte. Ltd.**

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

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**From:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, March 15, 2021 10:56 AM

**To:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); "assignments" <[assignments@lkkauto.com](mailto: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](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.

---

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

**Sent:** Monday, 15 March, 2021 9:45 AM

**To:** 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' ([assignments@lkkauto.com](mailto:assignments@lkkauto.com)) <[assignments@lkkauto.com](mailto: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 Divison

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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