

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Thursday, 18 March 2021 4:44 PM
To: Gnoh, Pau Loong
Cc: Admin-D (LKKAuto); assignments; SUR; Teo, Grace; 'Wong, Lorriance'
Subject: RE: Direct Settle ; For your ref : SMG5853G ; Sompo ref : CMTD2100826/GPL ; RE: LKK \ CMTD2100826/LOR - ARRANGE PRI FOR SMG 5853G (YOUR REF: XE5410G) ACC ON 13.03.21
Attachments: PRELI ADVISED SMG 5853G.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SMG5853G
Date of survey: 17/03/2021
Number of days (estimated) : 7 days

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Sent: Tuesday, 16 March 2021 3:46 PM
To: Juliana . <juliana@apautomotive.services>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin AP Automotive Services <mota@apautomotive.services>; John Ong <john@apautomotive.services>; Paul Ho <paul@apautomotive.services>; Nic Chia <nic@apautomotive.services>; Chrystia Liew <chrystia@apautomotive.services>
Subject: Direct Settle ; For your ref : SMG5853G ; Sompo ref : CMTD2100826/GPL ; RE: LKK \ CMTD2100826/LOR - ARRANGE PRI FOR SMG 5853G (YOUR REF: XE5410G) ACC ON 13.03.21

Dear Juliana,

Thank you for your email and we acknowledge receipt of the footage and scene photos.

As captioned, we would like to Direct Settle and please liaise with agreed surveyor, M/s LKK AUTO for survey / finalization, thank you.

By email copy to M/s LKK AUTO,

Please assist above, thank you.

[work from home]

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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From: Juliana . <juliana@apautomotive.services>

Sent: Tuesday, March 16, 2021 2:21 PM

To: Gnoh, Pau Loong <PaulLoong.Gnoh@sompo.com.sg>

Cc: Nivitha (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com; SUR <sur@lkkauto.com>; Admin AP Automotive Services <mota@apautomotive.services>; John Ong <john@apautomotive.services>; Paul Ho <paul@apautomotive.services>; Nic Chia <nic@apautomotive.services>; Chrystia Liew <chrystia@apautomotive.services>

Subject: Re: Please forward footage ; For your ref : SMG5853G ; Sompo ref : CMTD2100826/GPL ; RE: LKK \ CMTD2100826/LOR - ARRANGE PRI FOR SMG 5853G (YOUR REF: XE5410G) ACC ON 13.03.21

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

Hi Pau Loong

Attached scene video as requested

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, 16 Mar 2021 at 14:11, Juliana . <juliana@apautomotive.services> wrote:

Hi Pau Loong

Attached scene photos only we have

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, 16 Mar 2021 at 11:16, Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg> wrote:

Dear Ms Juliana,

With reference above, please forward the footage for this case, thank you.

[work from home]

Best Regards

Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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From: Teo, Grace

Sent: Tuesday, March 16, 2021 9:56 AM

To: Juliana . <juliana@apautomotive.services>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Wong, Lorriance <lorriance.wong@sompo.com.sg>; Admin AP Automotive Services <mota@apautomotive.services>; John Ong <john@apautomotive.services>; Paul Ho <paul@apautomotive.services>; Nic Chia <nic@apautomotive.services>; Chrystia Liew <chrystia@apautomotive.services>

Subject: LKK \ CMTD2100826/LOR - ARRANGE PRI FOR SMG 5853G (YOUR REF: XE5410G) ACC ON 13.03.21

Without Prejudice

Our Reference: CMTD2100826/LOR

Your Reference: SMG5853G

Hi Juliana,

We refer to your email reply of today and will appoint **LKK Auto** to conduct the survey.

Hi **LKK Auto**,

Please arrangement **Mr. Kenneth or Mr. Marcus** to survey **SMG5853G** on a without prejudice and any admission of liability basis.

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

Thank you.

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: Juliana . <juliana@apautomotive.services>

Sent: Tuesday, March 16, 2021 9:50 AM

To: Teo, Grace <grace.teo@sompo.com.sg>

Cc: Wong, Lorriance <lorriance.wong@sompo.com.sg>; Admin AP Automotive Services <mota@apautomotive.services>; John Ong <john@apautomotive.services>; Paul Ho <paul@apautomotive.services>; Nic Chia <nic@apautomotive.services>; Chrystia Liew <chrystia@apautomotive.services>

Subject: Re: PRI \ CMTD2100826/LOR - ARRANGE PRI FOR SMG 5853G (YOUR REF: XE5410G) ACC ON 13.03.21

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, 16 Mar 2021 at 09:45, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference: CMTD2100826/LOR

Your Reference: SMG5853G

Without Prejudice

Date: 16/03/2021

EMAIL ONLY

OUR Email: motorsurvey@sompo.com.sg

Attention:

M/S AP AUTOMOTIVE SERVICES PTE LTD

Dear Juliana,

ACCIDENT INVOLVING XE5410G & SMG5853G ON 13.03.2021

We refer to your Notice of Accident dated 16/03/2021.

Please be informed that Ms. Lorriance Wong is the handler of this case who can be contacted at 63295 175/
lorriance.wong@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

| | Motor Surveyor | Surveyor | Selection (Indicate as tick) |
|--|-----------------------|--------------------------|-------------------------------------|
| | 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



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From: Juliana . <juliana@apautomotive.services>

Sent: Tuesday, March 16, 2021 8:24 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

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

Subject: ARRANGE PRI FOR SMG 5853G (YOUR REF: XE 5410G)

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 : XE 5410G

DOA: 13.03.2021

Location: PENJURU RD BEFORE PENJURU FLYOVER

TIME: 18.30hrs

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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