

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Tuesday, 18 May 2021 10:45 am  
**To:** 'Teo, Grace'; 'Chan, Shu Hui Agnes'; SUR  
**Subject:** RE: LKK/nr \ CMTD2101542/AGC - Third party survey - SGT9416L Your insured: SBC218A (Sompo) DOA: 15.05.2021 - veh in

Dear Agnes,

Please be informed that we have inspected the vehicle SGT 9416L on 17/05/2021.

We are pending for estimate from repairer.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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>  
**Sent:** Monday, 17 May 2021 12:43 pm  
**To:** 'Teo, Grace' <grace.teo@sompo.com.sg>; 'Chan, Shu Hui Agnes' <agnes.chan@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: LKK/nr \ CMTD2101542/AGC - Third party survey - SGT9416L Your insured: SBC218A (Sompo) DOA: 15.05.2021 - veh in

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.

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**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Sent:** Monday, 17 May, 2021 12:40 PM  
**To:** Wei Shong <[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>; '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:** 'Tlm - Patricia' <[pt@tlmotor.com.sg](mailto:pt@tlmotor.com.sg)>; [frontdesk@tlmotor.com.sg](mailto:frontdesk@tlmotor.com.sg); [sharon.ten@tlmotor.com.sg](mailto:sharon.ten@tlmotor.com.sg)  
**Subject:** LKK/nr \ CMTD2101542/AGC - Third party survey - SGT9416L Your insured: SBC218A (Sompo) DOA: 15.05.2021 - veh in

Without Prejudice

Our Reference: CMTD2101542/AGC

Your Reference: SGT9416L

Hi Patricia,

We acknowledged receipt of your claim notification and have appointed **LKK AUTO** to survey the above vehicle.

Please be informed that Ms. Agnes Chan is the handler of this case who can be contacted at 63295 327/  
[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg).

Please be informed that we have yet to receive our insured's accident report.

Hi **LKK Auto**/ Shiau Chan

Please arrange **Mr. Kenneth or Mr. Marcus** to survey **SGT9416L** on a without prejudice and any admission of liability basis.

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

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

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

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**From:** Wei Shong <[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)>

**Sent:** Monday, May 17, 2021 11:14 AM

**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>

Cc: 'Tlm - Patricia' <[pt@tlmotor.com.sg](mailto:pt@tlmotor.com.sg)>; [frontdesk@tlmotor.com.sg](mailto:frontdesk@tlmotor.com.sg); [sharon.ten@tlmotor.com.sg](mailto:sharon.ten@tlmotor.com.sg)

Subject: Third party survey - SGT9416L Your insured: SBC218A (Sompo) DOA: 15.05.2021

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

Without Prejudice

Your ref: - SGT9416L

Our ref: - SBC218A

DOA: 15.05.2020

Dear Sir/Mdm,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report;
- b. Copy of the estimated cost of repair.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and also let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

We await for your favorable reply.

**\*\* Please arrange survey asap, vehicle in our premises, Mr Teo noted.**

Thank you.

Regards,



**Lam Wei Shong**  
**William**  
[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)

O. +65 6858 5151  
F. +65 6858 0877

**Tan Lim Motor Pte Ltd**  
1 Defu Lane 6  
Singapore 539365  
<http://www.tlmotor.com.sg>

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