

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 23 July 2021 12:02 PM  
**To:** 'Ye, Yong Kang Melvin'; SUR; 'Chan, Shu Hui Agnes'  
**Cc:** 'Teo, Grace'  
**Subject:** RE: Ref : CMTD2101992/AGC RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021  
**Attachments:** SJD4506S IA.pdf

Dear Agnes,

Enclosed herewith preliminary advice of SJD 4506S.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@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:** Wednesday, 21 July 2021 4:01 PM  
**To:** 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'Chan, Shu Hui Agnes' <agnes.chan@sompo.com.sg>; 'Teo, Grace' <grace.teo@sompo.com.sg>  
**Subject:** RE: Ref : CMTD2101992/AGC RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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:** Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>  
**Sent:** Wednesday, 21 July, 2021 3:43 PM  
**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>  
**Subject:** RE: Ref : CMTD2101992/AGC RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

Without Prejudice

Dear Cynthia,

We refer to your email below.

We will appoint Mr Kenneth from LKK Auto to conduct the survey.

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Aside to LKK Auto,

Please make arrangement to conduct the survey for SJ4506S by Mr Kenneth.

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

Working From Home with effect from 06 April 2020 till further notice

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.

Best Regards

**Melvin Ye**

**Claims Division**

**D: 6322 4667 | T: 6461 6555**



**Sompo Insurance Singapore Pte. Ltd.**

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

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**From:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Wednesday, July 21, 2021 3:31 PM

**To:** Ye, Yong Kang Melvin <[melvin.ye@sompo.com.sg](mailto:melvin.ye@sompo.com.sg)>

**Cc:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Subject:** RE: Ref : CMTD2101992/AGC RE: SUV/LIA | Arrange survey for our vehicle SJ4506S claiming T/party SJW19H DOA: 03.07.2021

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

Dear Melvin,

Kindly arrange survey with LKK Auto Consultants : Kenneth Kong Seng.

**Thank you & Best Regards,**



**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**  
**Sing Ming AutoCity Singapore 575722**  
**Tel: 6453 4730 Fax: 64571931**

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**From:** Ye, Yong Kang Melvin [<mailto:melvin.ye@sompo.com.sg>]  
**Sent:** Wednesday, 21 July 2021 3:04 PM  
**To:** Enquiry  
**Cc:** Chan, Shu Hui Agnes; Teo, Grace  
**Subject:** Ref : CMTD2101992/AGC RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H  
DOA: 03.07.2021

Our Reference: CMTD2002167/AGC  
Your Reference: SJD4506S

**Without Prejudice**

Date: 21.07.2021

Attention:  
S&H MOTOR PTE LTD

Dear Cynthia,

ACCIDENT INVOLVING SJD4506S & SJW19H ON 03.07.2021

We refer to your Notice of Accident dated 21/07/2021.

Please be informed that Agnes Chan the handler of this case.

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.

Motor Surveyor		Surveyor	Selection (Indicate as tick)
1	LKK Auto Consultants	Kenneth Kong Seng Cheong	
		Marcus Chua Kang Seng	
		Adrian Ling	
2	Priority Services	Jimmy Lee	
3	Raleigh Services	Andrew Ow Yong	
4	FormTeam Consultancy	Frankie Pang	

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.

Working From Home with effect from 06 April 2020 till further notice

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.

Best Regards

**Melvin Ye**

**Claims Division**

D: 6322 4667 | T: 6461 6555



**Sompo Insurance Singapore Pte. Ltd.**

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

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**From:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Wednesday, July 21, 2021 1:37 PM

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

**Subject:** FW: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

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

Dear Sir/Mdm,

Owner would like to arrange survey first.

Kindly arrange survey for our vehicle SJD4506S claiming T/party DOA: 03.07.2021

**Thank you & Best Regards,**

*Cynthia*

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sing Ming AutoCity Singapore 575722**

**From:** Enquiry [<mailto:enquiry@sh-motor.com>]

**Sent:** Wednesday, 21 July 2021 1:26 PM

**To:** 'Teo, Grace'

**Cc:** 'Chan, Shu Hui Agnes'

**Subject:** RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

Dear Grace,

Owner would like to arrange survey first.

Kindly arrange survey for our vehicle SJD4506S claiming T/party DOA: 03.07.2021

Thank you & Best Regards,

Cynthia

S&H MOTOR PTE LTD

160 Sin Ming Drive #07-02

Sing Ming AutoCity Singapore 575722

Tel: 6453 4730 Fax: 64571931

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

**Sent:** Thursday, 15 July 2021 3:55 PM

**To:** Enquiry

**Cc:** Teo, Grace

**Subject:** RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

WITHOUT PREJUDICE

Dear Ms Wong

We refer to the above matter.

We are prepared to offer the liability at 50% basis as both drivers are liable for the above mentioned accident.

Please liaise with our Grace on the survey appointment.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327 | T: 6461 6555



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**Sompo Insurance Singapore Pte. Ltd.**

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

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**From:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Thursday, July 8, 2021 6:09 PM

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

**Subject:** SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

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

Dear Agnes,

We would like to refer the accident scene photos to illustrate our viewpoints for your consideration.

1)Image 18.08.53 & 18.08.44 – road sign shows it is a one-way traffic, however your Insured drove against the traffic towards our Insured's direction.

2)Image 17.11.42 – our Insured has the rights of way to turn left or towards right.

3)Image 046324 & 10.25.12 – 2-way traffic sign for vehicles to keep right

Please refer to the aforesaid and revert with favourable response soon.

Thanks & Best Regards,

Ms Wong

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sin Ming AutoCity**

**Singapore 575722**

**Tel: 6453 4730 Fax: 6457 1931**

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

**Sent:** Monday, 5 July 2021 5:09 PM

**To:** Enquiry

**Cc:** Teo, Grace

**Subject:** RE: SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

WITHOUT PREJUDICE

Dear Cynthia

We herewith enclosed SJW19H accident statement for your attention.

We are unable to do direct settlement as the footage showed that the accident was caused by SJD4506S.

Thank you.

Best Regards

Agnes Chan

Claims Divison

D: 6329 5327 | T: 6461 6555



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

**Sent:** Monday, July 5, 2021 2:53 PM

**To:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>

**Subject:** SUV/LIA | Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

Without Prejudice

Our Reference : CMTD2101992/AGC

Your Reference: SJD4506S

Hi Cynthia,

We acknowledged receipt of your claim documents.

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)

Kindly advise when your client will be leaving the vehicle at your premises and will arrange our in-house Mr. Teo to conduct the survey.

-----  
Aside to Agnes,

Please assist on the liability request from S&H Motor Pte Ltd.

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:** Enquiry <[enquiry@sh-motor.com](mailto:enquiry@sh-motor.com)>

**Sent:** Monday, July 5, 2021 2:30 PM

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

**Subject:** Arrange survey for our vehicle SJD4506S claiming T/party SJW19H DOA: 03.07.2021

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Dear Sir/Mdm,

Kindly arrange survey for our vehicle SJD4506S claiming T/party DOA: 03.07.2021

**Thank you & Best Regards,**

*Cynthia*

**S&H MOTOR PTE LTD**

**160 Sin Ming Drive #07-02**

**Sing Ming AutoCity Singapore 575722**

**Tel: 6453 4730 Fax: 64571931**