

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 1 December 2021 4:35 pm
To: Choo, Thelma; SUR
Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Dear Thelma,

This case repairer has still not provided any estimate. We just check with them and they informed that they received email from Sompo that claim is repudiated and they will not provide any estimate.

We will submit PRS and our opinion, the estimate repair range is \$18,000.00 to \$23,000.00 and 15 repair days.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Choo, Thelma <thelma.choo@sompo.com.sg>
Sent: Wednesday, 1 December 2021 2:08 pm
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H
Importance: High

Dear Shiau Chan

We refer to your email below

This case had been dragging too long please submit in your preliminary advise as soon as possible

Thank you

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

***** Please note that we have shifted to 50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623**

Best Regards

Thelma Choo

Claims Division

D: 6322 4681 | T: 6461 6555



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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, November 19, 2021 5:15 PM

To: Choo, Thelma <thelma.choo@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

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Dear Thelma,

According to the repairer, they still preparing the estimate. Once complete, they will inform us.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Choo, Thelma <thelma.choo@sompo.com.sg>

Sent: Friday, 19 November 2021 4:35 pm

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Importance: High

Dear Shiau Chan

We refer to the above matter

Please let us have the Preliminary Report on an urgent basis

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

***** Please note that we have shifted to 50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623**

Best Regards

Thelma Choo

Claims Division

D: 6322 4681 | **T:** 6461 6555



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From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Monday, November 8, 2021 9:56 AM

To: Choo, Thelma <thelma.choo@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

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Dear Thelma,

According to our surveyor, the repairer still preparing the estimate.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Shiau Chan (LKKAUTO)

Sent: Friday, 5 November 2021 10:32 am

To: 'Choo, Thelma' <thelma.choo@sompo.com.sg>; 'Teo, Grace' <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Dear Thelma,

Thank you for the email.

We will check with our surveyor.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Sent: Friday, 5 November 2021 9:55 am

To: 'Choo, Thelma' <thelma.choo@sompo.com.sg>; 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Dear Thelma,

Thank you for your email.

Dera Shiau Chan,

FYNA Our Ref : CS/SMO21011124/Aqf3

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: Choo, Thelma <thelma.choo@sompo.com.sg>
Sent: Friday, 5 November, 2021 9:50 AM
To: Summer (LKK Auto) <admin-d@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>
Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Dear Summer,

Please revert with preliminary advice urgently

Thank you

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

***** Please note that we have shifted to 50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623**

Best Regards
Thelma Choo
Claims Division
D: 6322 4681 | T: 6461 6555



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

Sent: Monday, November 1, 2021 12:58 PM

To: Teo, Grace <grace.teo@sompo.com.sg>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Cc: Choo, Thelma <thelma.choo@sompo.com.sg>

Subject: RE: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

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

Sent: Monday, 1 November, 2021 12:54 PM

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

Cc: Choo, Thelma <thelma.choo@sompo.com.sg>

Subject: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Hi LKK,

Attached herewith both reports.

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



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From: Teo, Grace

Sent: Monday, November 1, 2021 12:52 PM

To: Rico 60 Claims <claims@rico60.com>; 'admin-d@lkkauto.com' <admin-d@lkkauto.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: Choo, Thelma <thelma.choo@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Subject: LKK/AL - Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Without Prejudice

Our Reference: CMTD2103185/THE

Your Reference: SLT1386H

Hi Shanelle,

We refer to your email reply of today and agreed to appoint **Mr. Adrian Ling** of **LKK AUTO** to survey the above vehicle.

Aside to **LKK AUTO**,

Please arrange **Mr. Adrian** to conduct the survey for **SLT1386H** on a without Prejudice and any admission of liability basis.

Please submit with your report upon completion of survey to my colleague, **Ms. Thelma**.

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: Rico 60 Claims <claims@rico60.com>

Sent: Monday, November 1, 2021 12:47 PM

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

Cc: Choo, Thelma <thelma.choo@sompo.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Subject: Re: Reminder PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

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Dear Grace ,

Kindly arrange

LKK Auto Consultants

Adrian Ling

Thanks & Regards
Shanelle Lim

On Mon, Nov 1, 2021, 07:30 Teo, Grace <grace.teo@sompo.com.sg> wrote:

Without Prejudice

We refer to our email of 28/10/2021.

Please let us have your reply.

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: Teo, Grace

Sent: Thursday, October 28, 2021 3:21 PM

To: Rico 60 Claims <claims@rico60.com>; Choo, Thelma <thelma.choo@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>

Subject: PRI \ CMTD2103185/THE - SKP8398K ACC ON 25.10.21 | PRI Arrangement for SLT 1386 H

Our Reference: CMTD2103185/THE

Your Reference: SLT1386H

Date: 28/10/2021

Without Prejudice
EMAIL ONLY

Attention:
M/S RICO 60 AUTO SERVICES PTE LTD

Dear Shanelle,

ACCIDENT INVOLVING SKP8398K & SLT1386H ON 25.10.2021

We refer to your Notice of Accident dated 28/10/2021.

Please be informed that **Ms. Thelma Choo** is the handler of this case who can be contacted at 63224 681/
thelma.choo@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 list below to conduct the joint pre-repair survey as a single joint expert.

Pre-Repair Survey

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

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: Rico 60 Claims <claims@rico60.com>
Sent: Thursday, October 28, 2021 3:10 PM
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Subject: PRI Arrangement for SLT 1386 H

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Dear Sir/Mdm ,

Our Client – **SLT 1386 H**
Your Insured – **SKP 8398 K**
DOA – 25/10/2021

We refer to the above mentioned case.

Please **provide a list of surveyor** for further inspection.

If you have any queries thereof, please contact Xiong at 8121 0478

Regards,

Shanelle Lim



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com