

Veron Chen (LKKAuto)

From: Wong, Lorriance <lorriance.wong@sompo.com.sg>
Sent: Thursday, 2 December 2021 12:01 PM
To: Veron Chen (LKKAuto); Admin-D (LKKAuto); Teo, Grace; assignments; SUR
Subject: RE: LKK \ CMTD2103517/LOR - Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

Your ref : CS/SMO21012133/Kvf3
Our Ref : CMTD2103517

We refer to your email below.

Please assist to authorise the repair if the damages is consistent.
Excess applicable is : \$600.00.

Thank you.

Best Regards
Lorriance Wong
Claims Division
D: 63295175 | T: 6461 6555



Sompo Insurance Singapore Pte. Ltd.

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

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, 1 December 2021 5:39 pm
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Wong, Lorriance <lorriance.wong@sompo.com.sg>
Subject: FW: LKK \ CMTD2103517/LOR - Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

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

Dear Lorriance,

Re-send

Best Regards,

Veron Chen | 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: Veron Chen (LKKAuto)

Sent: Wednesday, 1 December 2021 5:36 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; lorriance.wong@sompo.com.sg

Subject: RE: LKK \ CMTD2103517/LOR - Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

Dear Lorriance,

Enclosed preliminary revised of vehicle SJZ 1138A

Date of survey: 30/11/2021

Number of days (estimated) : 4 days

Vehicle on part by part, according to repairer they are unable to locate 2nd hand parts.

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 | fax: 6256-4315

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 30 November 2021 3:52 PM

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

Cc: 'Wong, Lorriance' <lorriance.wong@sompo.com.sg>

Subject: RE: LKK \ CMTD2103517/LOR - Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

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 | 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: Tuesday, 30 November, 2021 3:45 PM

To: Accord Auto(Claims) <claims@mycarworkshop.com.sg>; '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>; Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>

Subject: LKK \ CMTD2103517/LOR - Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

Our Reference : CMTD2103517/LOR

Your Reference: SJZ1138A

Hi Jacqueline,

Please be informed that we have appointed **LKK AUTO** to conduct the survey.

Hi **LKK Auto**,

Please arrange **Mr Adrian/ Kenneth/ Marcus** to arrange to conduct the motor survey on **Own Damage** basis.

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

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

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From: Accord Auto(Claims) <claims@mycarworkshop.com.sg>

Sent: Tuesday, November 30, 2021 2:48 PM

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

Cc: Wong, Lorriance <lorriance.wong@sompo.com.sg>; Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>

Subject: Re: SUV \ CMTD2103517/LOR - Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

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

Dear Grace,

We would like to arrange PRS on 01.12.21 after 10am.

Thank you.

Kind regards,

Jacqueline

Accord Auto Services Pte Ltd

10 Ang Mo Kio Ind Park 2A

#03-11 Ang Mo Kio Auto Point

Singapore 568047

Mobile : (65) 9740 0999

Tel : (65) 6481 9517

Fax : (65) 6481 9516

This email is confidential and privileged. If you are not the intended recipient, you must not view, disseminate, use or copy this email. Kindly notify the sender immediately, and delete this email from your system. Thank you.

On Tue, 30 Nov 2021 at 11:45, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference : CMTD2103517/LOR
Your Reference: SJZ1138A

Hi Jacqueline,

We acknowledged receipt of your claim documents.

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

Kindly advise us when your client will be leaving the vehicle at your premises.

Aside to Lorriance,

Please advise on the Excess & Authorisation.

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: Accord Auto(Claims) <claims@mycarworkshop.com.sg>
Sent: Monday, November 29, 2021 5:07 PM
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Cc: Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>
Subject: Arrange Own Damage Survey: SJZ1138A DOA 27.11.21

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Dear Officer In-Charge,

Enclosed herewith GIA report for your kind attention, please arrange for own damage survey, vehicle **NOT-**
IN workshop.

Thank you.

Kind regards,

Jacqueline
Accord Auto Services Pte Ltd
10 Ang Mo Kio Ind Park 2A
#03-11 Ang Mo Kio Auto Point
Singapore 568047

Mobile : (65) 9740 0999
Tel : (65) 6481 9517
Fax : (65) 6481 9516

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