

Veron Chen (LKKAUTO)

From: Wong, Lorriance <lorriance.wong@sompo.com.sg>
Sent: Wednesday, 5 January 2022 12:30 PM
To: Veron Chen (LKKAUTO)
Cc: Ye, Yong Kang Melvin; Teo, Grace; Admin-D (LKKAUTO); assignments; SUR
Subject: RE: LKK(veh 4/1) \ CMTD2103859/LOR - SFF2500H ACC ON 28.12.21

Your Ref : CS/SMO22000005/Kvf3
Our Ref : CMTD2103859

Hi Veron

We acknowledge receipt of your PLM report with attachments.

Kindly assist to authorise if the damages is consistent.
Basic excess : \$500 waived.
Excess applicable is \$600.00(Buy Up)

Thank you.

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



Innovation for Wellbeing

Sompo Insurance Singapore Pte. Ltd.

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

Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 5 January 2022 12:13 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>
Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Subject: RE: LKK(veh 4/1) \ CMTD2103859/LOR - SFF2500H ACC ON 28.12.21

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

Dear Lorriance,

Enclosed preliminary revised of vehicle SFF 2500H
Date of survey: 4/1/2021
Number of days (estimated) : 5 days

Vehicle repair on part by part

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) <admin-d@lkkauto.com>

Sent: Monday, 3 January 2022 9:42 AM

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

Cc: 'Wong, Lorriance' <lorriance.wong@sompo.com.sg>; 'Ye, Yong Kang Melvin' <melvin.ye@sompo.com.sg>

Subject: RE: LKK(veh 4/1) \ CMTD2103859/LOR - SFF2500H ACC ON 28.12.21

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: Monday, 3 January, 2022 8:09 AM

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

Subject: LKK(veh 4/1) \ CMTD2103859/LOR - SFF2500H ACC ON 28.12.21

Our Reference : CMTD2103859/LOR

Your Reference: SFF2500H

Hi Jacqueline,

We refer to your email of 30/12/2021 and have arranged **LKK Auto** to conduct the survey on 04/01/2022.

Hi **LKK Auto**,

Please arrange **Mr. Adrian/ Kenneth/ Marcus** to conduct the motor survey for **SFF2500H** on **Own Damage** basis.

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

Aside to Lorriance,

Please advise on the Excess & Authorisation.

Our office will be closed on the following eve of public holiday:

- **31 Dec 2021 (Friday) full day. Business resumes 3 Jan 2022 (Monday).**

Here's wishing everyone Happy New Year!

[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: Thursday, December 30, 2021 4:57 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>;
Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>
Subject: Re: SUV \ CMTD2103859/LOR - SFF2500H ACC ON 28.12.21

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 re-fix PRS on 04.01.21, 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

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On Wed, 29 Dec 2021 at 10:39, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference : CMTD2103859/LOR
Your Reference: SFF2500H

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 and will make arrangement to conduct the survey.

Aside to Lorriance/ Irene,

Please advise on the Excess & Authorisation.

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Here's wishing everyone Happy New Year!

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

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From: Accord Auto(Claims) <claims@mycarworkshop.com.sg>
Sent: Wednesday, December 29, 2021 10:20 AM
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Cc: Accord Auto Services <gilbert.ng@mycarworkshop.com.sg>
Subject:

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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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