

Denise Tay (LKKAUTO)

From: Denise Tay (LKKAUTO)
Sent: Monday, 20 June 2022 5:29 PM
To: Chua, Gek Tiang Ruth; Admin-D (LKKAUTO)
Cc: assignments; SUR; Teo, Grace
Subject: Re: LKK(16/6) \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +
Attachments: SOMPO PRELI ADVISE SJC 902M.pdf; SJC902M ESTIMATE_compressed.pdf

Dear Sir/Madam,

Enclose preliminary advice of **SJC 902M**

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Denise Tay (LKKAUTO)
Sent: Thursday, 16 June 2022 3:22 pm
To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: LKK(16/6) \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

Dear Ruth,

Received I will get our surveyor to review

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Sent: Thursday, 16 June 2022 3:19 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: LKK(16/6) \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo /

Survey +
Importance: High

Hi Denise

Yes our insured has footage.
Enclosed for your reference.

Please let us know if you manage to receive it on your end.

Thank you.

Due to the evolving situation with Covid-19, we are working from home with effect from 03.04.2020 till further notice. Please expect delays in our replies during this time. We apologize for any inconvenience caused.

Best Regards
Ruth Chua
Claims Division
D: 6329 5153 | T: 6461 6555



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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Thursday, 16 June 2022 3:16 pm
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: Re: LKK(16/6) \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

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Dear Ruth,

Our surveyor would like to check on the consistency.

He wants to check if there is any video footage from OI or TP?

Best Regards,
Denise Tay | Case Handler
LKK Auto Consultants Pte Ltd
Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: 15 June 2022 8:47 AM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: LKK(16/6) \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

Without Prejudice

Our Reference : CMTD2201961/RUC

Your Reference: SJC902M

Dear Jess,

We refer to your email and have appointed **LKK AUTO** to survey the above vehicle.

Aside to **LKK AUTO**,

Please arrange **Adrian/ Kenneth/ Marcus** to survey **SJC902M** on a without Prejudice and any admission of liability basis.

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

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

<image002.png>

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: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Tuesday, June 14, 2022 6:19 PM
To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>;
Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: SUV \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

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Ma'am,

Can we arrange the TP Claim Survey for this case on June 16, 2022.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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From: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Sent: 09 June 2022 9:59 AM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>;
Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: SUV \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

Without Prejudice
Save as to costs

Dear Jess

We are prepared to do direct settlement on liability 100% based on our surveyor's recommendation on Cost of Repair and Loss of Use/Rental base on the benchmark.

Thank you.

Due to the evolving situation with Covid-19, we are working from home with effect from 03.04.2020 till further notice. Please expect delays in our replies during this time. We apologize for any inconvenience caused.

Best Regards

Ruth Chua

Claims Division

D: 6329 5153 | T: 6461 6555

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Sompo Insurance Singapore Pte. Ltd.

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From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Sent: Wednesday, 8 June 2022 2:40 pm

To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>

Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: SUV \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

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Dear Ms Ruth,

We would like to inquire on the TP Claim Liability for this case.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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From: Teo, Grace <grace.teo@sompo.com.sg>
Sent: 08 June 2022 2:28 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>
Subject: SUV \ CMTD2201961/RUC - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

Without Prejudice

Our Reference : CMTD2201961/RUC
Your Reference: SJC902M

Dear Jess,

We acknowledged receipt of your claim documents.

Please be informed that **Ms. Ruth Chua** is the handler of this case who can be contacted at 63295 153/ ruth.chua@sompo.com.sg

Please email in your appointment request to us 1 day in advance and will arrange our surveyor to conduct the survey.

[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

<image002.png>

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From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Wednesday, June 8, 2022 1:46 PM
To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Cc: Teo, See Ling <seeling.teo@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Subject: Sompo ref - SMR351M / Our ref - SJC902M CX5 / 5-6-2022 / TP Claim - Sompo / Survey +

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To whom it may concern,

Kindly arrange the TP Claim Survey to our client's vehicle.

Let us know the appointed surveyor for this case for our arrangement.

Survey Type (New Survey / Resurvey)	Survey
Vehicle to be surveyed :	SJC902M CX5
SOMPO Insured Vehicle :	SMR351M
Date of Accident :	Sunday, 5 June 2022
Date of Survey :	TBA
Name of Workshop :	Trans Eurokars Pte Ltd
Address of Survey Location :	5 UBI CLOSE, Singapore 408605
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved : (please indicate Yes / No)	 NO

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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1.618

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From: scan@eurokars.com.sg <scan@eurokars.com.sg>

Sent: 08 June 2022 1:45 PM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Subject: Attached Image