

## Veron Chen (LKKAUTO)

---

**From:** Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>  
**Sent:** Thursday, 8 June 2023 8:39 AM  
**To:** Veron Chen (LKKAUTO); Meng Yan (LKK Auto); SUR  
**Cc:** assignments  
**Subject:** RE: LKK(veh IN) \ CMTD2202073/AGC - OD SURVEY FOR GBE5390R (DOA : 13/06/2022)

Dear Veron

Please authorize as per your recommendation of 2<sup>nd</sup> preliminary advice.

Thank you.

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

Best Regards  
**Agnes Chan**  
Claim Division  
D: 6329 5327 | T: 6461 6555



**SOMPO**  
INSURANCE

Innovation for Wellbeing

**Sompo Insurance Singapore Pte. Ltd.**

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

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

---

**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Wednesday, June 7, 2023 10:33 AM  
**To:** Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** assignments <assignments@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>  
**Subject:** [Possible Phish Fraud]RE: LKK(veh IN) \ CMTD2202073/AGC - OD SURVEY FOR GBE5390R (DOA : 13/06/2022)

---

**CAUTION:** This Email is from an EXTERNAL source. Ensure you trust this sender (Email) before replying or clicking on any links and open attachments.

---

Dear Anges,

Enclosed 2<sup>nd</sup> preliminary revised for GBE 5390R.

For your approval please.

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:** Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>  
**Sent:** Friday, June 17, 2022 3:52 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Subject:** RE: LKK(veh IN) \ CMTD2202073/AGC - OD SURVEY FOR GBE5390R (DOA : 13/06/2022)  
**Importance:** High

Dear LKK

Please authorize the repair of GBE5390R. The excess of 500/- is applicable.

Thank you.

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

Best Regards

**Agnes Chan**

Claim Divison

D: 6329 5327 | T: 6461 6555



**SOMPO**  
INSURANCE

Innovation for Wellbeing

**Sompo Insurance Singapore Pte. Ltd.**

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

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

---

**From:** Chan, Shu Hui Agnes

**Sent:** Thursday, June 16, 2022 5:37 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Subject:** RE: LKK(veh IN) \ CMTD2202073/AGC - OD SURVEY FOR GBE5390R (DOA : 13/06/2022)

Dear LKK

We are unable to give authorization to repair.

Please hold hands.

Thank you.

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

Best Regards  
**Agnes Chan**  
Claim Division  
D: 6329 5327 | T: 6461 6555



**Sompo Insurance Singapore Pte. Ltd.**

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

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Thursday, June 16, 2022 9:37 AM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>

**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: LKK(veh IN) \ CMTD2202073/AGC - OD SURVEY FOR GBE5390R (DOA : 13/06/2022)

---

**CAUTION:** This Email is from an EXTERNAL source. Ensure you trust this sender (Email) before replying or clicking on any links and open attachments.

---

Dear Agnes,

Enclosed preliminary revised of vehicle GBE 5390R

Date of survey: 15/6/2022

Number of days (estimated) : 9 days

**Lump Sum Repair**

**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](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 15 June 2022 2:20 PM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Chan, Shu Hui Agnes <[agnes.chan@sompo.com.sg](mailto:agnes.chan@sompo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** Re: LKK(veh IN) \ CMTD2202073/AGC - OD SURVEY FOR GBE5390R (DOA : 13/06/2022)

Dear Grace,

Thank you for the assignment.

Best Regards,

Yan | 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)

On 15 Jun 2022, at 2:09 PM, Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)> wrote:

Our Reference : CMTD2202073/AGC

Your Reference: GBE5390R

Hi Sharon,

We acknowledged receipt of your claim documents and have arranged **LKK Auto** to conduct the survey.

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)

Hi **LKK Auto**,

Please arrange **Mr. Adrian/ Kenneth/ Marcus** to conduct the motor survey for **GBE5390R** on **Own Damage** basis.

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

[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)

<image002.png>

**Sompo Insurance Singapore Pte. Ltd.**

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

**Website:** [www.sompo.com.sg](http://www.sompo.com.sg) | **Facebook:** [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

**Disclaimer:** This e-mail, including attachments, is intended for the person(s) or company named and may contain confidential and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the intended recipient, please delete this message.

**Privacy Policy Notice:** Sompo Insurance Singapore Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.

---

**From:** Sharon Chiong (Cheng Hoe Motor) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Sent:** Wednesday, June 15, 2022 1:41 PM

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

**Cc:** 'June Phua (Cheng Hoe)' <[junephua@singnet.com.sg](mailto:junephua@singnet.com.sg)>

**Subject:** OD SURVEY FOR GBE5390R (DOA : 13/06/2022)

<p><b>CAUTION:</b> This Email is from an EXTERNAL source. Ensure you trust this sender (Email) before replying or clicking on any links and open attachments.</p>
---

Hi,

Estimate and GIA report with driver's LIC as per attached.

Kindly assist to arrange for survey soonest as vehicle is currently lying at **YISHUN WORKSHOP**.

Please advise the excess applicable.

Thank you.

Rgds  
Sharon Chiong  
Cheng Hoe Motor Pte Ltd  
Tel :67556142  
Fax : 67557719  
<WinZip Compressed Attachments.zip>