

Veron Chen (LKKAUTO)

From: Raymond Ting <raymond.ting@scauto.com.sg>
Sent: Thursday, 28 July 2022 10:54 AM
To: Admin-D (LKKAUTO); assignments; SUR
Cc: Kenneth Kong (LKKAUTO)
Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022
Attachments: GEARS SEARCH.pdf; TAX INVOICE.pdf; LOD (1).pdf
Importance: High

Dear All,

Attach here are the Tax invoice, gears search and LOD for your reference.

Kindly confirm your acceptance.

Thank you

Regards:

Raymond Ting
Claim Executive
D +65 6571 9958
E raymond.ting@scauto.com.sg

SC AUTO INDUSTRIES (S) PTE LTD
51 Senoko Road Singapore 758133
T 6758 2222 F 6257 6931

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From: Kenneth Kong (LKKAUTO) <KennethKong@lkkauto.com>
Sent: Thursday, 28 July, 2022 8:53 AM
To: Raymond Ting <raymond.ting@scauto.com.sg>
Subject: Re: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Thank you! Final amount subject to insurance approval.

From: Raymond Ting <raymond.ting@scauto.com.sg>
Sent: Thursday, 28 July 2022 8:45 am
To: Kenneth Kong (LKKAUTO) <KennethKong@lkkauto.com>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Dear Kenneth,

We accept to close L/Sump at \$6,600.00.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

SC AUTO INDUSTRIES (S) PTE LTD

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From: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Sent: Thursday, 28 July, 2022 8:17 AM

To: Raymond Ting <raymond.ting@scauto.com.sg>

Subject: Re: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Hi Raymond, can we closed at L/Sump \$6600.00?

From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Wednesday, 27 July 2022 2:28 pm

To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Dear Kenneth,

Attach here are the photo after repair for your reference.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting

Sent: Tuesday, 26 July, 2022 4:09 PM

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

Cc: 'SUR' <sur@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Importance: High

Dear Kenneth,

Attach here are the final bill for your reference.

Kindly confirm your acceptance.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Sent: Friday, 1 July, 2022 3:30 PM
To: Raymond Ting <raymond.ting@scauto.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022
Importance: High

Without Prejudice
Save as to costs

Dear Raymond,

Our surveyor from LKK has been assigned. Please liaise with our surveyor on this.

Dear LKK Auto,

Please arrange with SC Auto on survey.

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.
50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623
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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: Raymond Ting <raymond.ting@scauto.com.sg>
Sent: Friday, 1 July 2022 3:27 pm
To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

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Dear Ruth Chua,

Content noted.

Kindly take note, our client company bus is under **PRIVATE HIRED, NOT PRIVATE NON-HIRED.**

Kindly arrange survey on 4/7/2022@10-12pm, owner waiting.

Thank you

Regards:

Raymond Ting
Claim Executive
D +65 6571 9958
E raymond.ting@scauto.com.sg

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From: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Sent: Friday, 1 July, 2022 3:04 PM
To: Raymond Ting <raymond.ting@scauto.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR'

<sur@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Without Prejudice
Save as to costs

Dear Raymond

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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From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Friday, 1 July 2022 11:35 am

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Importance: High

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Dear Ruth Chua,

We only have 1 video footage given by our client's.

However, we have scene photo where you can refer to the attachment above.

Please assist liability clearance.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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

Sent: Tuesday, 28 June, 2022 10:54 AM

To: Raymond Ting <raymond.ting@scauto.com.sg>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Without Prejudice

Save as to costs

Dear Raymond

Our insured has reported. However can we have a clearer video of the accident?

We are unable to make out the vehicle plate from the given video.

Thanks.

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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From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Tuesday, 28 June 2022 8:57 am

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Importance: High

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Dear Ruth Chua,

Any update?

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting

Sent: Wednesday, 22 June, 2022 3:47 PM

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Importance: High

Dear Ruth Chua,

Attach here are the scene accident photo for your reference.

From the video and the scene accident photo, we can know the liability is on our client's favour.

Please assist liability clearance.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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

Sent: Wednesday, 22 June, 2022 3:29 PM

To: Raymond Ting <raymond.ting@scauto.com.sg>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Without Prejudice

Save as to costs

Dear Raymond

We are unable to comment on liability at this juncture as our insured has not reported.

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

Sent: Wednesday, 22 June 2022 3:09 pm

To: Raymond Ting <raymond.ting@scauto.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>; admin-d@lkkauto.com; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>

Subject: LKK/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Without Prejudice

Our Reference: CMTD2202131/RUC

Your Reference: PA928D

Hi Raymond,

We refer to your email reply and agree to appoint **LKK Auto** to conduct the survey.

The survey is conducted on a without Prejudice basis and without any admission of liability.

Hi **LKK Auto**,

Please arrange **Mr Adrian/ Kenneth/ Marcus** to conduct the survey for **PA928D** on a without Prejudice and any admission of liability basis.

Please be informed that we have yet to receive our insured's accident report.

Please revert 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



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

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From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Wednesday, June 22, 2022 2:54 PM

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Yeo Poh Suan (Strides Automotive Services Pte Ltd) <PohSuan.Yeo@strides.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>

Subject: RE: PRI/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Importance: High

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Dear Ruth Chua,

Kindly assign LKK Auto Consultants to carry out pre-survey for this vehicle.

Please advise us if your end is keen in direct settlement for this case and whether we have a clearance in liability before carry out survey.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting
Sent: Tuesday, 21 June, 2022 2:58 PM
To: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Yeo Poh Suan (Strides Automotive Services Pte Ltd) <PohSuan.Yeo@strides.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: PRI/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Dear Ruth Chua,

Attach here are the video footage for your reference.

Kindly assist liability clearance.

Thank you

Regards:

Raymond Ting
Claim Executive
D +65 6571 9958
E raymond.ting@scauto.com.sg

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From: Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Sent: Tuesday, 21 June, 2022 2:42 PM
To: Raymond Ting <raymond.ting@scauto.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Yeo Poh Suan (Strides Automotive Services Pte Ltd) <PohSuan.Yeo@strides.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>
Subject: RE: PRI/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Without Prejudice
Save as to costs

Dear Raymond

Understand that your driver said there is footage.
Please extend a copy to us for our consideration.

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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From: Teo, Grace <grace.teo@sompo.com.sg>
Sent: Tuesday, 21 June 2022 12:14 pm
To: Raymond Ting <raymond.ting@scauto.com.sg>; Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>; Yeo Poh Suan (Strides Automotive Services Pte Ltd) <PohSuan.Yeo@strides.com.sg>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Subject: PRI/nr \ CMTD2202131/RUC - ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

Our Reference: CMTD2202131/RUC
Your Reference: PA928D

Date: 21/06/2022
ONLY

Without Prejudice
EMAIL

OUR Email: motorsurvey@sompo.com.sg

Attention:
M/S SC AUTO INDUSTRIES (S) PTE LTD

Dear Raymond,

ACCIDENT INVOLVING YN6226G & PA928D ON 17.06.22

We refer to your Notice of Accident dated 20/06/2022.

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

We regret to inform that we are unable to revert on liability as we have yet to receive our insured's accident report.

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)
	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.

[\[Working From Home with effect from 06 April 2020\]](#)

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

For motor claims survey request, please email to motorsurvey@sompo.com.sg



Innovation for Wellbeing

Sompo Insurance Singapore Pte. Ltd.

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

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From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Monday, June 20, 2022 4:50 PM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Roland Yu <roland.yu@scauto.com.sg>; Sophia Song <sophia.song@scauto.com.sg>

Subject: ACCIDENT INVOLVING PA928D AND YOUR INSURED YN6226G DATED ON 17/6/2022

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

WITHOUT PREJUDICE

Dear Sir/Mdm

We are writing with regards to the above mentioned accident.

Please advise us if your end is keen in direct settlement for this case and whether we have a clearance in liability.

Attach here are the GIA report for your reference.

We will sent you estimate once available.

Meanwhile, please let us have your appointed surveyor list to arrange for the survey.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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