

Huey Yon (LKKAUTO)

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Sent: Wednesday, 9 November 2022 11:18 AM
To: Huey Yon (LKKAUTO)
Cc: Teo, Grace; SUR; Ye, Yong Kang Melvin; SUR; Teo, See Ling
Subject: Please proceed for supplementary item ; RE: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)
Attachments: tyre pressure warning system.pdf; WhatsApp Image 2022-11-09 at 11.01.27 AM (1).jpeg

Dear Huey Yon,

Thank you for your email with attached and please proceed with the supplementary item, thank you.

Best Regards

Mr Gnoh Pau Loong

Claims Division

D: 6329 5217 | 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: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>
Sent: Wednesday, November 9, 2022 11:06 AM
To: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Cc: Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>; Teo, See Ling <seeling.teo@sompo.com.sg>
Subject: RE: Please provide fault code reading ; RE: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

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 Pau Loong,

As per your requested.

Best Regards,

Huey Yon | case handler

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

Sent: Wednesday, 9 November 2022 10:04 AM

To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Cc: Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>; Teo, See Ling <seeling.teo@sompo.com.sg>

Subject: Please provide fault code reading ; RE: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

Dear Huey Yon,

Thank you for your email below for the enclosed photo.

As the photo does not show any damage to the unit, please provide the copy of the fault code reading to validify that the unit is damaged and require replacement, thank you.

Best Regards

Mr Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Sent: Wednesday, November 9, 2022 9:32 AM

To: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

Cc: Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: [Possible Phish Fraud]RE: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

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Dear Pau Loong,

As per your requested.
Enclosed herewith supplementary photos.

Best Regards,

Huey Yon | case handler

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

Sent: Wednesday, 9 November 2022 9:22 AM

To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Cc: Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

Dear Huey Yon,

With reference to your email below, please provide the photos for this supplementary for our review, thank you.

Best Regards

Mr Gnoh Pau Loong

Claims Division

D: 6329 5217 | T: 6461 6555



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From: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>
Sent: Wednesday, November 9, 2022 9:15 AM
To: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Cc: Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>; SUR <sur@lkkauto.com>
Subject: [Possible Phish Fraud]RE: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

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Dear Pau Loong,

Enclosed herewith 2nd preliminary advice of SNE 7951S.
kindly approve on supplementary.

Best Regards,

Huey Yon | case handler
LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>
Sent: Monday, 7 November 2022 10:06 AM
To: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>
Cc: Teo, Grace <grace.teo@sompo.com.sg>; SUR <sur@lkkauto.com>; Ye, Yong Kang Melvin <melvin.ye@sompo.com.sg>
Subject: OD Authorisation ; RE: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

Dear Huey Yon,

With reference above, please proceed to authorize OD repair and kindly note as mentioned in earlier enclosed email dated 02/11/2022, Excess is \$ 700.00 is applicable for this case, thank you.

Best Regards
Mr Gnoh Pau Loong
Claims Division
D: 6329 5217 | T: 6461 6555



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From: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>

Sent: Monday, November 7, 2022 9:53 AM

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

Cc: Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

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Dear Pau Loong,

Kindly advise on authorisation.

Best Regards,

Huey Yon | case handler

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>

Sent: Thursday, 3 November 2022 3:08 PM

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

Cc: Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

Dear Pau Loong,

Enclosed herewith preliminary advice of **SNE 7951S**.

The vehicle repair on part by part basis due to no second hand parts available.

Please let us have your approval

Best Regards,

Huey Yon | case handler

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

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

Sent: Wednesday, 2 November 2022 1:33 PM

To: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>; SUR <sur@lkkauto.com>; assignments

<assignments@lkkauto.com>

Cc: Cheng Hoe <chmotor@singnet.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>

Subject: Ref: CMTD2203937/GPL RE: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

Dear Dorlyn,

We refer to your email below.

Please note that the handler for this case is Mr Gnoh Pau Loong.

We have appointed LKK auto to conduct the survey on SNE7951S.

Aside to LKK Auto,

Please make arrangement to conduct the survey for SNE7951S by either Mr Kenneth/Marcus/Adrian/Steve.

Please revert with your preliminary report upon completion of survey to my colleague, Pau Loong for repair authorization.

[Working From Home with effect from 06 April 2020 till further notice](#)

[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.](#)

Best Regards

Melvin Ye

Claims Division

D: 6322 4667 | **T:** 6461 6555



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From: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>

Sent: Wednesday, November 2, 2022 11:15 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>; Teo, Grace <grace.teo@sompo.com.sg>; Henry, Irene James <irene.henry@sompo.com.sg>; Cheng Hoe <chmotor@singnet.com.sg>

Subject: ARRANGE OD SURVEY FOR SNE7951S (DOA: 29/10/2022)

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Hi,

Above vehicle was sent into AMK workshop on 31/10/2022 , estimate as per attach.

Please assist to arrange for OD survey ASAP at our Ang Mo Kio workshop and advise on Own Damage Excess and Loss of Use benefits for above vehicle.

p/s : Owner, Mr Wang Chun Liang is the driver at point of accident.

Thank you.

Rgds
Dorlyn Li
Cheng Hoe Motor Pte Ltd (AMK)
Tel : 64812001