

## Veron Chen (LKKAUTO)

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**From:** Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>  
**Sent:** Friday, 25 November 2022 9:12 AM  
**To:** Veron Chen (LKKAUTO); Meng Yan (LKK Auto); assignments; SUR  
**Subject:** Please review third party cost of repair as Insured express concerns ; RE: LKK - LIST \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

**Importance:** High

Dear M/s LKK AUTO,

With reference above, our insured has emailed as screenshot below, his concerns of third party cost of repair as it was quoted by third party thru text message that the repair quote was \$ 4 K !

Kindly forward to surveyor to review and ensure consistency of damages, thank you.

**From:** Oh Chia Wee <ohchiawee@hotmail.com>  
**Sent:** Thursday, November 24, 2022 5:40 PM  
**To:** Gnoh, Pau Loong  
**Cc:** eileen.pang@prolink.sg; alexea@hubdistributors.com  
**Subject:** Re: For your ref : SE9339M ; Sompo ref : CMTD2204077/GPL

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Dear Mr Gnoh,

Please refer to the sms conversation as mentioned yesterday. Hope this evidence can helps with the insurance claim assessment on the repair cost.

6:22

4G



82886239 >

Wed, 9 Nov, 10:56 AM

Hi alex. I'm now at the workshop. The quote for the repair is \$4000. Please let me know as soon as possible of your decision.

I don't think this quote can accept to my Budget

Sure. Then I'll go ahead and claim your insurance ? As I haven made any report yet.

I don't fine your car are ready serious

Is front and back sir.

Is all cracked.

Ok so we process to claim the insurance



iMessage



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



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

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

**Sent:** Sunday, November 13, 2022 10:31 AM

**To:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Teo, Grace <grace.teo@sompo.com.sg>; Gnoh, Pau Loong <PauLoong.Gnoh@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK - LIST \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

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Dear Pau Loong,

Enclosed preliminary revised of vehicle SLV 6509C

Date of survey: 11/11/2022

Number of days (estimated) : 6 days

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:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Sent:** Friday, 11 November 2022 11:11 AM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>; Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK - LIST \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

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)

---

**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Sent:** Friday, 11 November 2022 10:56 AM

**To:** venus <[venus@ltm.sg](mailto:venus@ltm.sg)>; [admin@ltm.sg](mailto:admin@ltm.sg); Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Mandy Lim' <[Mandy@ltm.sg](mailto:Mandy@ltm.sg)>

**Subject:** LKK - LIST \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

Without Prejudice

Our Reference : CMTD2204077/GPL

Your Reference: SLV6509C

Dear Venus,

We refer to your email reply and agreed to appoint **LKK AUTO** to survey the above vehicle.

Hi **LKK Auto**,

Please arrange the named surveyors to conduct the survey for **SLV6509C** on a without Prejudice and any admission of liability basis.

Please revert your report upon completion of survey to my colleague, **Mr. Pau Loong**.

Thank you.

**EARLY CLOSURE OF BUSINESS HOURS NOTICE**

We will be **closing at 3.00 p.m. on November 11, 2022 (Friday)** for our Company event.  
Business will resume on November 14, 2022 (Monday).

**[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)



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**From:** venus <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Sent:** Friday, November 11, 2022 10:23 AM

**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>; [admin@ltm.sg](mailto:admin@ltm.sg); Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** 'Mandy Lim' <[Mandy@ltm.sg](mailto:Mandy@ltm.sg)>

**Subject:** RE: LIST \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

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Without Prejudice

Dear Grace,

Our client selected LKK Auto Consultants.

Thank you and regards,

Venus Lee

Accident Claims Department

Lim Tan Motor Pte Ltd

[www.LTM.sg](http://www.LTM.sg)

+65 6452 0893 (Office)

+65 6458 9127 (Facsimile)

+65 9792 1329 (Mobile)

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**LIM TAN MOTOR PTE LTD 林陈摩修私人有限公司**

COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

**MAIN OFFICE / WORKSHOP**

BLK 176 SIN MING DRIVE  
SIN MING AUTOCARE #03-09/10/06  
SINGAPORE 575721

TEL: +65 6452 0893 FAX: +65 6458 9127

EMAIL: [SALES@LTM.SG](mailto:SALES@LTM.SG)

Operating Hours: Mon – Fri 9am – 6 pm

24hrs Helpline: +65 64520893

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

**Sent:** 11 November 2022 09:44

**To:** [admin@ltm.sg](mailto:admin@ltm.sg); Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** 'Mandy Lim' <[Mandy@ltm.sg](mailto:Mandy@ltm.sg)>; 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Subject:** LIST \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

Without Prejudice

Our Reference : CMTD2204077/GPL

Your Reference: SLV6509C

Dear ZiXiang,

We refer to your email of 10/11/2022.

As requested, please let us have your choice of appointed surveyor from the below list.

**Pre-Repair Survey**

	<b>Motor Surveyor</b>	<b>Surveyor</b>
	FormTeam Consultancy	Frankie Pang
		Chow Boxiong
	LKK Auto Consultants	Adrian Ling ( <b>East</b> )
		Marcus Chua ( <b>East</b> )
		Kenneth Kong ( <b>North</b> )

		Steve Chen ( <b>West</b> )
	Priority Services	Jimmy Lee
	Raleigh Services	Andrew Ow Yong
	*In-house surveyor	Teo See Ling

\*Please be informed that for direct settlement case, we will arrange our in-house Mr. Teo to conduct the survey.

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.

#### **EARLY CLOSURE OF BUSINESS HOURS NOTICE**

We will be **closing at 3.00 p.m. on November 11, 2022 (Friday)** for our Company event. Business will resume on November 14, 2022 (Monday).

#### **[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)



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**From:** [admin@ltm.sg](mailto:admin@ltm.sg) <[admin@ltm.sg](mailto:admin@ltm.sg)>

**Sent:** Thursday, November 10, 2022 5:54 PM

**To:** Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** 'Mandy Lim' <[Mandy@ltm.sg](mailto:Mandy@ltm.sg)>; 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>; Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>

**Subject:** RE: LIA \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

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Hi Pau Loong,

Apart from liability request.  
Kindly pls assist to provide list of surveyors.

Thank you

Regards,

**Quek Zixiang**

Lim Tan Motor Pte Ltd

[www. LTM.sg](http://www.LTM.sg)

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COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

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

**Sent:** Thursday, November 10, 2022 12:43 PM

**To:** [admin@ltm.sg](mailto:admin@ltm.sg); Gnoh, Pau Loong <[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)>

**Cc:** 'Mandy Lim' <[Mandy@ltm.sg](mailto:Mandy@ltm.sg)>; 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Subject:** LIA \ CMTD2204077/GPL - Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

Without Prejudice

Our Reference : CMTD2204077/GPL

Your Reference: SLV6509C

Dear ZiXiang,



We acknowledged receipt of your claim documents.

Please be informed that **Mr. Gnoh Pau Loong** is the handler of this case who can be contacted at 63295 217/  
[PauLoong.Gnoh@sompo.com.sg](mailto:PauLoong.Gnoh@sompo.com.sg)

Aside to Pau Loong,

Please assist on the liability request from Lim Tan Motor Pte Ltd.

**[Working From Home with effect from 06 April 2020]**

Best Regards

**Grace Teo**

Claims Division

D: 6329 5170 | T: 6461 6555

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---

**From:** [admin@ltm.sg](mailto:admin@ltm.sg) <[admin@ltm.sg](mailto:admin@ltm.sg)>

**Sent:** Thursday, November 10, 2022 11:39 AM

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

**Cc:** 'Mandy Lim' <[Mandy@ltm.sg](mailto:Mandy@ltm.sg)>; 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Subject:** Our Client : SLV 6509 C Your Insured : SE 9339 M, D.O.A : 08/11/2022

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## **WITHOUT PREJUDICE**

We are assisting our client, **SLV 6509 C** to file a claim against your insured, **SE 9339 M**, in connection to the above accident.

We hereby now enclosed the GIA report, Estimate and accident video for your necessary action.

Please advised liability before we arrange survey as instructed by our client

Thank you

Regards,

Regards,

Regards,

**Quek Zixiang**

Lim Tan Motor Pte Ltd

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COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

**MAIN OFFICE / WORKSHOP**

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SIN MING AUTOCARE #03-09/10/06  
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