

Meng Yan (LKK Auto)

From: Teo, Grace <grace.teo@sompo.com.sg>
Sent: Thursday, 2 March 2023 3:43 PM
To: admin-d; assignments; SUR
Cc: Chan, Shu Hui Agnes
Subject: FW: LKK(20/3) \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S
Attachments: WinZip Compressed Attachments.zip

Hi LKK,

Attached herewith both reports & Estimate

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

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

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



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: Teo, Grace

Sent: Thursday, March 2, 2023 3:39 PM

To: 'Claims' <claims@procarcare.com.sg>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Siew Chin <siewchin@procarcare.com.sg>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: LKK(20/3) \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

Without Prejudice

Dear Lily/ Siew Chin,

We refer to your email and have appointed **LKK Auto** to conduct the survey for 20/03/23, Monday.

Aside to **LKK Auto**,

Please arrange the named surveyor to survey **SLH1697Z** on a without prejudice and any admission of liability basis.

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

Thank you.

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

Best Regards

Grace Teo

Claims Division

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From: Claims <claims@procarcare.com.sg>

Sent: Thursday, March 2, 2023 10:33 AM

To: Teo, Grace <grace.teo@sompo.com.sg>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Siew Chin <siewchin@procarcare.com.sg>

Cc: Claims <claims@procarcare.com.sg>

Subject: RE: SUV(20/3) \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

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Hi Grace

Yes, confirmed 20 Mar 2023.

Thank you

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



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

Sent: Thursday, March 2, 2023 9:51 AM

To: Claims <claims@procarcare.com.sg>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Siew Chin

<siewchin@procarcare.com.sg>

Subject: SUV(20/3) \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

Without Prejudice

Dear Lily,

We refer to our tele-conversation yesterday.

Kindly confirm the survey request for the above vehicle is on **20/03/23**?

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

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From: Siew Chin <siewchin@procarcare.com.sg> **On Behalf Of** Claims

Sent: Wednesday, March 1, 2023 10:30 AM

To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Siew Chin <siewchin@procarcare.com.sg>; Claims - Motor Survey

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

Cc: Claims <claims@procarcare.com.sg>

Subject: RE: SUV \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

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Hi All,

Please arrange a survey for SLH 1697 Z on 20/03/2023 (Monday). Owner will leave his car behind after 10am

Regards,

Siew Chin

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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From: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>

Sent: Friday, February 24, 2023 10:55 AM

To: Claims <claims@procarcare.com.sg>; Siew Chin <siewchin@procarcare.com.sg>

Subject: RE: SUV \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

WITHOUT PREJUDICE

Dear Sirs

We are prepared to do direct settlement.

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



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From: Siew Chin <siewchin@proccare.com.sg> **On Behalf Of** Claims
Sent: Saturday, February 18, 2023 10:17 AM
To: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Cc: Claims <claims@proccare.com.sg>
Subject: RE: SUV \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

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Hi Agnes,

Appreciate if you can advise on the accident liability

Regards,

Siew Chin

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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From: Claims - Motor Survey <MotorSurvey@sompo.com.sg>
Sent: Tuesday, February 14, 2023 1:25 PM
To: Claims <claims@proccare.com.sg>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>
Subject: SUV \ CMTD2300593/AGC | Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

Without Prejudice

Our Reference : CMTD2300593/AGC

Your Reference: SLH1697Z

Dear Siew Chin,

We acknowledged receipt of your claim documents.

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

Kindly advise us when your client leave the vehicle at your premises for the day.

Please email in your survey request to us at least 1 day in advance and will arrange our in-house Mr. Teo to attend.

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

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

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From: Siew Chin <siewchin@procarcare.com.sg> **On Behalf Of** Claims

Sent: Tuesday, February 14, 2023 12:28 PM

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

Cc: Claims <claims@procarcare.com.sg>

Subject: Arrange for survey - Acc on 10.02.2023 invlg SLH 1697 Z & SFU 6556 S

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Dear sirs

Please refer to attached and arrange for survey

VEHICLE NOT IN WORKSHOP

Regards,

Siew Chin

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