

21/07/2017

ASS. REC. BY:

REF: C3/MS61700 8645/ b

Special Instruction:

SIGNATOR:

ASSIGNMENT (Office)

M. M. M.

From (Person):

Monica Chung

of

MSLG

Date/Time:

09052017 11:39pm

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SGH 5007Z

Insured:

S3U 128L

at Workshop m/s

Mova

Tel:

62723892

of

Bik 1008 Bukit Merah Lane 3 #01-04

Policy No:

A28649154BMY

Claim No:

513088

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

27042017

CA / REV / REP. / REV 24 HRS 'WP'

H.O.D. Endorsement:

Date/Time:

27042017 4:46pm

Person Contacted:

Eva

Vehicle IN / OUT

Date/Time

Action/Instruction (✓) Estimate

According to Annie, TP owner no claiming at their Wksp; 16/1/17 @ 4:25pm  
 18-11-17 4:46pm Received email from Monica Chung, owner confirmed withdraw claim.

U  
 13/2/18

**Catherine Chong (LKK Auto)**

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**From:** Catherine Chong (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Wednesday, 8 November, 2017 4:54 PM  
**To:** 'Monica Chung'; 'assignments'  
**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

Dear Monica,

Noted with thanks.

We will close this file at our end without billing.

Best Regards,

Catherine Chong | 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)

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**From:** Monica Chung [mailto:[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)]  
**Sent:** Wednesday, 8 November, 2017 4:44 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

Dear Catherine,

TP confirmed withdraw claim. We will close case in Merimen.

Regards,

Monica Chung





Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Enny [mailto:[enny@movs.com.sg](mailto:enny@movs.com.sg)]  
**Sent:** Wednesday, November 08, 2017 4:51 PM  
**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>; [suann@movs.com.sg](mailto:suann@movs.com.sg)  
**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

Dear Monica,

Client confirm withdraw claim from MOVA.

Thank you

**Catherine Chong (LKK Auto)**

---

**From:** Monica Chung <Monica\_Chung@sg.msig-asia.com>  
**Sent:** Wednesday, 8 November, 2017 4:44 PM  
**To:** assignments  
**Subject:** FW: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

Dear Catherine,

TP confirmed withdraw claim. We will close case in Merimen.

Regards,

Monica Chung  
Assistant Executive, Claims Services (Motor)  
Direct line +65 6594 2552 | Direct fax +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Enny [mailto:[enny@mov.com.sg](mailto:enny@mov.com.sg)]  
**Sent:** Wednesday, November 08, 2017 4:51 PM  
**To:** Monica Chung <Monica\_Chung@sg.msig-asia.com>; suann@mov.com.sg  
**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

Dear Monica,

Client confirm withdraw claim from MOVA.

Thank you

Best Regards,

*Enny Lee*

Claims Executive  
Mova Automotive Pte Ltd  
Tel: 6272 3892 Fax: 6270 8314



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**From:** Monica Chung [mailto:[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)]  
**Sent:** Wednesday, 8 November 2017 4:25 PM  
**To:** suann@mov.com.sg



**Cc:** Enny

**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

Dear Suann,

Are you able to advise? Thank you.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Monica Chung

**Sent:** Tuesday, November 07, 2017 1:41 PM

**To:** 'Enny' <[enny@moval.com.sg](mailto:enny@moval.com.sg)>

**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

**Importance:** High

WITHOUT PREJUDICE

Dear Enny,

Please confirm if your client has withdrawn claim.

Thank you.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Monica Chung

**Sent:** Monday, May 08, 2017 2:23 PM

**To:** 'Enny' <[enny@moval.com.sg](mailto:enny@moval.com.sg)>

**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017 Our Ref: 513088

WITHOUT PREJUDICE

Dear Enny,

Our insured driver stated that your client hit the rear of her vehicle. Please provide supporting evidence for our consideration. Otherwise, we are unable to consider your client's claim.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Enny [<mailto:enny@nova.com.sg>]

**Sent:** Friday, May 05, 2017 11:00 AM

**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>

**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017

Dear Monica,

Please assist to revert the liability for the above mention case. Thanks

Thank you

Best Regards,

*Enny Lee*

Claims Executive

Nova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



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**From:** Enny [<mailto:enny@nova.com.sg>]

**Sent:** Wednesday, 3 May 2017 4:27 PM

**To:** 'Rashitha Binte Shahuthuman'

**Cc:** 'Monica Chung'

**Subject:** RE: PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017

Dear Sir/Madam,

We will like to choose LKK for survey. Thanks

Thank you

Best Regards,

Enny Lee

Claims Executive  
Mova Automotive Pte Ltd  
Tel: 6272 3892 Fax: 6270 8314



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**From:** Rashitha Binte Shahuthuman [[mailto:rashitha\\_shahuthuman@sg.msig-asia.com](mailto:rashitha_shahuthuman@sg.msig-asia.com)]  
**Sent:** Wednesday, 3 May 2017 12:40 PM  
**To:** 'enny@moval.com.sg'  
**Cc:** Monica Chung; Rashitha Binte Shahuthuman  
**Subject:** PRE REPAIR SURVEY - SJU128L(OI) / SGH5007Z ON 27/4/2017

OUR REF - 513088

WITHOUT PREJUDICE

Dear Sirs,

We refer to your fax .

We propose one of the motor surveyor name in the list below to conduct the joint pre-repair survey as the single joint expert.

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) Automobile Inspection Services Pte Ltd

To facilitate an expeditious claim settlement, we hope you are agreeable for any of the above surveyor to be the SJE (Single Joint Expert) .

If not, you may wish to nominate any of the 9 surveyors listed below as the SJE, depending on their availability:

- 1) Adrian Ling
- 2) Kenneth Kong
- 3) Marcus Chua
- 4) Henry Ng
- 5) Lau Kwok Kwong
- 6) Frankie Pang
- 7) Ng You Han
- 8) Gary Soon
- 9) Chow Bo Xiong

In your response, please also provide us a list of 10 surveyors as your nominated SJE, regardless of whether you agree or disagree to our above nominated SJE. We may consider appointing one of your nominated SJE in case of any of our nominated SJE is not available.

NE: If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.





Thank you.

Rashitha

Senior Admin Officer

Direct line +65 6594 2582 | Direct fax +65 6225 7402 | [Rashitha\\_shahuthuman@sg.msig-asia.com](mailto:Rashitha_shahuthuman@sg.msig-asia.com)



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## ...CLAIM SUBFOLDER...(New Assignment)

## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	03 May 2017		03 May 2017 16:39 Assign				<b>New Assignment</b> Cancel Case

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by Insurer]</span>									
Insured:	HO CHIN PIN VIVIAN, ID: S7341888G, Tel: +6581888556, Email: vivian_ho47011@yahoo.com								
Main Claimant:	LIM CHUAN TAY (LIN QUANDA), ID: S7323991E								
Vehicle Reg. No.:	SGH5007Z	Date of Loss:	27/04/2017 17:00 - :59						
Claim Type:	TP / 513088	Policy/Cover Note No.:	A28649154QMY (Comprehensive) Coverage: 27/11/2016 - 26/11/2017						
Vehicle Reg. No. (Insured):	SJU128L	Policy No. (Claimant):							
		Excess:							
Repairer:	Mova Automotive Pte Ltd (Bukit Merah) No. 22 Jalan Kilang, #03-01, Mova Building, 159419 Bukit Merah - Tel: 62723892/64763333								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6927 7888 ... [Handled by Monica Chung Pei Zhen - 6594 2552]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 04/05/2017]								
Driver/Custodian (Insured):	HO CHIN PIN VIVIAN (43 / Female), NRIC: S7341888G, Tel: +6581888556								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;">View All Compose Case Mail</span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;">View All Search Tasks Create New Task Complete</span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									