

## Veron Chen (LKKAuto)

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**From:** Irene Tan <irene\_tan@sg.msig-asia.com>  
**Sent:** Monday, 5 February 2018 2:47 PM  
**To:** Naz (LKKAuto)  
**Cc:** assignments; SUR; Bryan Ang (LKKAuto)  
**Subject:** RE: MSIG Claim No: 535332 YM 6138H & S 3312CD; D.O.A. 20/10/17

Good afternoon Mr Naz,

We refer to your email of 29.1.18.

We have just written to the 3<sup>rd</sup> party's solicitor who had given us notice for our PRI at their repairer's premises at M/s. Eng Soon Painting Services to submit official letter of demand/claim so that we can request for a physical survey on their client's vehicle.

We shall keep your Company informed.

Best Regards

**Irene Tan**  
Senior Executive, Claims Services (Motor)  
Direct line +65 6594 2541 | Direct fax +65 6225 7402 | [irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)



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**From:** Naz (LKKAuto) [mailto:Naz@lkkauto.com]  
**Sent:** Monday, 29 January, 2018 6:03 PM  
**To:** Irene Tan <irene\_tan@sg.msig-asia.com>  
**Cc:** assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Subject:** Re: MSIG Claim No: 535332 YM 6138H & S 3312CD; D.O.A. 20/10/17

Dear Ms Irene,

Kindly take note that despite repeated attempts by LKK and the TP workshop to contact the TP driver to send the vehicle to Eng Soon Painting Services for the TP survey, the driver has not done so. The inspection of the Insured Vehicle has been completed for quite some time. Please advise us on the next course of action.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Naz (LKKAuto)

**Sent:** Thursday, 23 November 2017 5:41 PM

**To:** Irene Tan

**Cc:** assignments; SUR; Bryan Ang (LKKAuto)

**Subject:** Re: MSIG Claim No: 535332 YM 6138H & S 3312CD; D.O.A. 20/10/17

Dear Irene,

Attached herewith is the Interview Report.

A hardcopy of the report will be forwarded to your office in due course.

Kindly take note that during my interview with the Insured, he mentioned that there was no recording found when he checked the SD card of his in-car camera after the incident. It is included in the report.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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**From:** Naz (LKKAuto)

**Sent:** Tuesday, 21 November 2017 9:44:24 AM

**To:** Irene Tan

**Cc:** assignments; SUR; Bryan Ang (LKKAuto)

**Subject:** MSIG Claim No: 535332 YM 6138H & S 3312CD; D.O.A. 20/10/17

Dear Irene,

I have received the assignment and will proceed with the investigation.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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**From:** Bryan Ang (LKKAuto)

**Sent:** Monday, 20 November 2017 6:24 PM

**To:** Irene Tan; Naz (LKKAuto); KKLau

**Cc:** assignments; Admin-D (LKKAuto); SUR

**Subject:** RE: Sebastian's survey on 3rd party's lorry YM6138H; Our claim no.: 535332/IT; Our Insured vehicle no.: S3312CD

Dear Irene

I understand that the TP vehicle has yet to be laid up for our survey.

Nonetheless, we will contact the insured driver first and carry out the necessary inspection and fact findings.

Dear Assignment Team

Please let me know once the TP vehicle is in for survey. I may attend to the TP survey.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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**From:** Irene Tan [[mailto:irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)]

**Sent:** Monday, 20 November 2017 4:08 PM

**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>

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

**Subject:** Sebastian's survey on 3rd party's lorry YM6138H; Our claim no.: 535332/IT; Our Insured vehicle no.: S3312CD

**Importance:** High

**URGENT**

Good afternoon Mr Lau and Bryan,

We refer to the subject 3<sup>rd</sup> party survey assignment given to your Company on 3.11.17.

- 1) Please see our insured's SAS/GIA report enclosed in the 1<sup>st</sup> attachment. You will notice that our insured reported "**no visible damages on YM6138H**" and he wants to be kept informed on the progress of the 3<sup>rd</sup> party's claim being a foreigner.
- 2) Our insured had snapped a picture on the 3<sup>rd</sup> party's lorry. Please see attached.
- 3) Our insured is addressed as Dr Lund and he is working in an embassy. His credentials and title are as below.

**Per Christer Lund, PhD**

Science & Technology Counsellor

Innovation Norway/Research Council of Norway/Royal Norwegian Embassy in Singapore

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LI: [www.linkedin.com/in/pelund](http://www.linkedin.com/in/pelund)



- 4) We require you to liaise with him directly to arrange for an inspection of his car S3312CD to do a Consistency Damage report. His office is within the same building as ours. We shall write to him to expect a call (it is very hard for you to call him because he seldom answer calls) or email from your staff. His email address is [Per.Christer.Lund@innovasjon Norge.no](mailto:Per.Christer.Lund@innovasjon Norge.no)
- 5) You can peruse the 3<sup>rd</sup> party's SAS and 2 colour pictures on our insured's car snapped by the 3<sup>rd</sup> party.
- 6) Please acknowledge receipt of this new assignment asap and please keep us closely informed.

Best Regards

**Irene Tan**

Senior Executive, Claims Services (Motor)

Direct line +65 6594 2541 | Direct fax +65 6225 7402 | [irene\\_tan@sg.msiga.com](mailto:irene_tan@sg.msiga.com)



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