

Veron Chen (LKKAuto)

From: Irene Tan <irene_tan@sg.msig-asia.com>
Sent: Friday, 2 February 2018 9:52 AM
To: KKLau; Bryan Ang (LKKAuto); SUR
Cc: Admin-D (LKKAuto); Jason Sim; Veron Chen (LKKAuto); Shiau Chan (LKKAuto)
Subject: RE: Mr Wilson Teo's survey on GZ2179K; Our claim no.: 531386/IT

Importance: High

FOR YOUR IMMEDIATE ACTION, PLEASE

Good morning Bryan,

We just spoke on our urgent email of 31.1.18 as below and have noted your agreement to waive your fee if you prepare and submit the official technical report on the damage consistency for us to maintain our offer on your recommendation on the total repair costs @\$2,000.

In view of the above, we look forward to receive the above-mentioned report asap or within the next 6 days by Thursday, 8.2.18.

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



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MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Irene Tan

Sent: Wednesday, 31 January, 2018 10:28 AM

To: KKLau <kklau@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Jason Sim <Jason_Sim@sg.msig-asia.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: Mr Wilson Teo's survey on GZ2179K; Our claim no.: 531386/IT

Importance: High

FOR YOUR IMMEDIATE ACTION, PLEASE

Good morning Bryan,

We refer to your email of 4.1.18 which you mentioned that if your final adjustment is challenged by claimant, you would then prepare an official technical report on the damage consistency to support your opinion on the cost of repair.

For your easy reference, we re-produce your email as below:

From: Bryan Ang (LKKAuto) [mailto:bryanang@lkkauto.com]
Sent: Thursday, 4 January, 2018 2:12 PM
To: Irene Tan <irene_tan@sg.msig-asia.com>; Naz (LKKAuto) <Naz@lkkauto.com>
Cc: LKK <lkk@lkkauto.com>; KKLau <kklau@lkkauto.com>; Jason Sim <Jason_Sim@sg.msig-asia.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Wilson (LKKAuto) <wilson@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Mr Wilson Teo's survey on GZ2179K; Our claim no.: 531386/IT

Dear Irene

Measurements of the insured vehicle and TP vehicle (using same make and model) were taken. I had also spoken to the insured driver when my colleague, Naz and I had met him.

Kindly send back survey report for our re-adjustment in accordance to the findings of our measurements.

If our final adjustment is challenged by claimant, I would then prepare an official technical report on the damage consistency in support of our opinion on the cost of repair.

We have offered your recommendation on the total repair costs @\$2,000 but the 3rd party lawyer counter-offered \$2,950 as below:

We refer to the above matter and to your fax dated 09 January 2018.

We counter propose our client's claim for property damage as follows:

1.	Costs of repairs	\$2,950.00
2.	Loss of use	\$1,080.00
3.	Survey report fee	\$ 589.00
4.	Disbursements (incurred by our firm)	\$ 37.00 (GIA receipt enclose)
	LTA \$8.00	
	GIA \$29.00	
5.	Legal costs (inclusive of GST)	\$ 500.00
6.	Incidentals (inclusive of GST)	\$ 50.00
	Total	<u>\$5,206.00</u>

Please revert.

Yours faithfully,



Kasturibai Manickam
East Asia Law Corporation

As your surveyor have erroneously recommended replacement for the inconsistently damaged part, would you Company be charging us for your official technical report on the damage consistency for us to support your recommendation on the total repair costs at \$2,000.

If still yes, how much would your Company charge?

Please revert **asap or by 5pm today.**

Best Regards

Irene Tan

Senior Executive, Claims Services (Motor)

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