

## Veron Chen (LKKAuto)

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**From:** Naz (LKKAuto)  
**Sent:** Monday, 12 February 2018 12:03 PM  
**To:** irene\_tan@sg.msig-asia.com  
**Cc:** Bryan Ang (LKKAuto); SUR; KKLau  
**Subject:** Re: Mr Wilson Teo's survey on GZ2179K; Our claim no.: 531386/IT  
**Attachments:** GZ 2179K HEIGHT MEASUREMENT REPORT.pdf

Dear Ms Irene,

Attached herewith is the Height Measurement 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

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

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**From:** Naz (LKKAuto)  
**Sent:** Friday, 9 February 2018 12:42:53 PM  
**To:** irene\_tan@sg.msig-asia.com  
**Cc:** Bryan Ang (LKKAuto); SUR; KKLau  
**Subject:** Re: Mr Wilson Teo's survey on GZ2179K; Our claim no.: 531386/IT

Dear Ms Irene,

I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,  
**Naz** | Technical Investigator  
**LKK Auto Consultants**

**From:** Bryan Ang (LKKAuto)  
**Sent:** Monday, 5 February 2018 9:34 AM  
**To:** Naz (LKKAuto)  
**Subject:** FW: Mr Wilson Teo's survey on GZ2179K; Our claim no.: 531386/IT

Dear Naz

Please put up a simple height measurement report for this case.

You have taken measurements of both vehicles.

Just a simple 3 or 4 page report showing the measurements will do.

No billing for this case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Irene Tan [[mailto:irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)]  
**Sent:** Friday, 2 February 2018 9:52 AM  
**To:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Jason Sim <[Jason\\_Sim@sg.msig-asia.com](mailto:Jason_Sim@sg.msig-asia.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**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](mailto:irene_tan@sg.msig-asia.com)



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**From:** Irene Tan  
**Sent:** Wednesday, 31 January, 2018 10:28 AM  
**To:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Jason Sim <[Jason\\_Sim@sg.msig-asia.com](mailto:Jason_Sim@sg.msig-asia.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto: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:

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**From:** Bryan Ang (LKKAuto) [mailto:[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)]  
**Sent:** Thursday, 4 January, 2018 2:12 PM  
**To:** Irene Tan <[irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** LKK <[lkk@lkkauto.com](mailto:lkk@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Jason Sim <[Jason\\_Sim@sg.msig-asia.com](mailto:Jason_Sim@sg.msig-asia.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Wilson (LKKAuto) <[wilson@lkkauto.com](mailto:wilson@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto: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 3<sup>rd</sup> 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)

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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