

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 14 March 2018 5:13 PM
To: 'Monica Chung'
Cc: SUR
Subject: RE: PRI- accident on 23.12.17@1020hours involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

Amend survey report submitted in merimen.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]
Sent: Wednesday, 14 March 2018 1:57 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: PRI- accident on 23.12.17@1020hours involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Veron,

We have sent back the report.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | monica_chung@sg.msig-asia.com



MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | <http://www.msig.com.sg/> | Follow us on



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From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Wednesday, March 14, 2018 11:13 AM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

We have re-finalise with the repairer.

Kindly send back adjuster report in merimen for us to amend report.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Veron Chen (LKKAuto)

Sent: Tuesday, 13 March 2018 1:02 PM

To: 'Monica Chung' <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

Will ask surveyor to chase the workshop.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Tuesday, 13 March 2018 11:22 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Veron,

Is our surveyor able to chase the workshop for finalisation?

Thanks.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | monica_chung@sg.msig-asia.com



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

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Wednesday, March 07, 2018 10:47 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

We are still pending confirmation from repairer.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Tuesday, 6 March 2018 9:35 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Veron,

Please let us know if the re-finalisation is done.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | monica_chung@sg.msig-asia.com



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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, February 27, 2018 7:48 AM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

Refer to your conservation with our surveyor yesterday afternoon.

Will re-finalise with repairer.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]
Sent: Monday, 26 February 2018 2:06 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Veron,

Please update us.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | monica_chung@sg.msig-asia.com



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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, February 14, 2018 11:31 AM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Wednesday, 14 February 2018 11:25 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Veron,

Please check all the parts list prices quoted by the workshop and please get back to us urgently.

Thanks.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | monica_chung@sg.msig-asia.com



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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, February 01, 2018 5:59 PM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

According to surveyor, photos 18-26 show the damaged front door lock and rear door glass regulator gear.

At time of assessment, the rear door glass regulator gear was working intermittently.

For this model, the door lock can be electronically controlled. Please see photo attached.

During the survey, the door lock could not be activated when the lock sensor was touched.



Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Veron Chen (LKKAuto)

Sent: Thursday, 1 February 2018 10:17 AM

To: 'Monica Chung' <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Monica,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Thursday, 1 February 2018 10:05 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4 Our Ref: 542512

Dear Veron,

Can we check what are the 2 items in photos 18-26? Please also advise where are the damages.

Thanks.

Regards,

Monica Chung

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2552 | Direct fax +65 6225 7402 | monica_chung@sg.msig-asia.com



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From: Rashitha Binte Shahuthuman

Sent: Thursday, December 28, 2017 10:12 AM

To: 'Tng Soon Chye' <tsclex@singnet.com.sg>; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>

Cc: Monica Chung <Monica_Chung@sg.msig-asia.com>; Rashitha Binte Shahuthuman

<rashitha_shahuthuman@sg.msig-asia.com>

Subject: FW: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4

Dear LKK,

Please assign Adrian Ling to survey. Thank you .

Rashitha

Senior Admin Officer

Direct line +65 6594 2582 | Direct fax +65 6225 7402 | Rashitha_shahuthuman@sg.msig-asia.com



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

From: Tng Soon Chye [<mailto:tsclex@singnet.com.sg>]

Sent: Thursday, 28 December, 2017 10:09 AM

To: Rashitha Binte Shahuthuman <rashitha_shahuthuman@sg.msig-asia.com>

Cc: Monica Chung <Monica_Chung@sg.msig-asia.com>

Subject: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4

IMMEDIATE ATTENTION

Dear Sirs,

We refer to our earlier email dated 28th December 2017 to you.

There was an inadvertent omission at Para 2 of our email dated 28th December 2017 to you.

Para 2 should have been typed as: "Our client instructs that he agrees to the appointment of **Mr Adrian Ling** of M/s LKK Auto Consultants Pte Ltd as the single joint expert for the pre-repair inspection of the vehicle SJP8168U at the workshop, Hiap Hong Motor Repair, situated at 2 Kaki Bukit Avenue 2 #02-13 Auto Hub Singapore 417921 (tel: 67459633)".

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you. Our client's rights are hereby expressly reserved.

We enclose herewith copy of our letter dated 28th Dec 2017 to MSIG for your reference.

Thank You & Best Regards

Tng Soon Chye
M/s Tng Soon Chye & Co
150 South Bridge Road
#02-19
Fook Hai Building
Singapore 058727
(Our Ref: TSC.SJP8168U.Accid.2017 (HH)-c)

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From: Tng Soon Chye [<mailto:tsclex@singnet.com.sg>]

Sent: 28 December 2017 08:46

To: 'rashitha_shahuthuman@sg.msiga-asia.com' <rashitha_shahuthuman@sg.msiga-asia.com>

Cc: 'Monica_Chung@sg.msiga-asia.com' <Monica_Chung@sg.msiga-asia.com>

Subject: RE: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4

Dear Sirs

We refer to your email dated 27 December 2017 to us.

Our client instructs that he agrees to the appointment of M/s LKK Auto Consultants Pte Ltd as the single joint expert for the pre-repair inspection of the vehicle SJP8168U at the workshop, Hiap Hong Motor Repair, situated at 2 Kaki Bukit Avenue 2 #02-13 Auto Hub Singapore 417921 (tel: 67459633).

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you. Our client's rights are hereby expressly reserved.

Thank You & Best Regards

Tng Soon Chye
M/s Tng Soon Chye & Co
150 South Bridge Road
#02-19
Fook Hai Building
Singapore 058727
(Our Ref: TSC.SJP8168U.Accid.2017 (HH)-c)

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From: Rashitha Binte Shahuthuman [mailto:rashitha_shahuthuman@sg.msig-asia.com]
Sent: 27 December 2017 13:13
To: 'tsclx@singnet.com.sg' <tsclx@singnet.com.sg>
Cc: Monica Chung <Monica_Chung@sg.msig-asia.com>; Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>; Rashitha Binte Shahuthuman <rashitha_shahuthuman@sg.msig-asia.com>
Subject: FW: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4

OUR REF - SJT5628H

WITHOUT PREJUDICE

Dear Sirs,

We refer to your fax dated 26/12/2017.

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.

NB: 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



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From: Tng Soon Chye [<mailto:tsclex@singnet.com.sg>]

Sent: 27 December 2017 09:48

To: Claims <claims@sg.msig-asia.com>

Subject: PRI- accident on [23.12.17@1020hours](#) involving sjp8168u & sjt5628h along toa payoh lorong 4

IMMEDIATE ATTENTION

Dear Sirs,

We refer to the above.

We enclose herewith copy of our firm's letter dated 26th December 2017 to MSIG Insurance (Singapore) Pte Ltd for your reference.

Thank You & Best Regards,

Tng Soon Chye
M/s Tng Soon Chye & Co
150 South Bridge Road
#02-19
Fook Hai Building
Singapore 058727
(Our Ref: TSC.SJP8168U.Accid.2017 (HH))

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