

## Veron Chen (LKKAUTO)

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**From:** Admin-D (LKKAUTO)  
**Sent:** Wednesday, 26 September 2018 3:11 PM  
**To:** 'Jason Sim'; SUR  
**Cc:** assignments  
**Subject:** FW: Accident Involving SKP 1845 H and SKX 8003 H on 19 Dec 2017  
**Attachments:** Front and Rear right hand undercarriage.JPG; P3034062.JPG; P3034066.JPG; P3034072.JPG; P3034061.JPG

**Importance:** High

Dear Jason,

Thank you for your email.

Dear Veron,

Kindly assist. Our Ref: CS/MSG17024613/Kvd3e2

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:** Jason Sim [mailto:Jason\_Sim@sg.msig-asia.com]  
**Sent:** Wednesday, 26 September, 2018 3:05 PM  
**To:** assignments@lkkauto.com  
**Subject:** FW: Accident Involving SKP 1845 H and SKX 8003 H on 19 Dec 2017  
**Importance:** High

Hi LKK / Kenneth

[Urgent](#)

Can I have the **undercarriage** re-survey photos fitted on the vehicle SKP1845H?

And also the headlamp damage

Date inspected was on 27.12.2017

Have a nice day

**Jason Sim**

Assistant Manager, Claims Services (Motor)

D: +65 6643 1325 | F: +65 6225 7402 | [jason\\_sim@sg.msig-asia.com](mailto:jason_sim@sg.msig-asia.com)



Insurer Claims  
Team of the Year  
2016



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**From:** [service@kkinhin.com.sg](mailto:service@kkinhin.com.sg) [<mailto:service@kkinhin.com.sg>]  
**Sent:** Saturday, 22 September, 2018 3:45 PM  
**To:** Jason Sim <[Jason\\_Sim@sg.msig-asia.com](mailto:Jason_Sim@sg.msig-asia.com)>  
**Cc:** [sandrakhong@gmail.com](mailto:sandrakhong@gmail.com); [simon@kkinhin.com.sg](mailto:simon@kkinhin.com.sg)  
**Subject:** RE: Accident Involving SKP 1845 H and SKX 8003 H on 19 Dec 2017

Dear Jason

Good day to you.

Surveyor has taken photos during the first survey for the following items: -

- Right Headlamp
- Driver Seat Belt
- Roof Top Panel Inner Trim lining

As such, we do not have photos.

Enclosed the rest of the photos.

Thanks & Regards  
Sandra  
6452 7018  
K. Kim Hin Auto Pte Ltd

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**From:** Jason Sim [[mailto:Jason\\_Sim@sg.msig-asia.com](mailto:Jason_Sim@sg.msig-asia.com)]  
**Sent:** Saturday, September 22, 2018 3:03 PM  
**To:** [service@kkinhin.com.sg](mailto:service@kkinhin.com.sg)  
**Cc:** [sandrakhong@gmail.com](mailto:sandrakhong@gmail.com); [simon@kkinhin.com.sg](mailto:simon@kkinhin.com.sg)  
**Subject:** RE: Accident Involving SKP 1845 H and SKX 8003 H on 19 Dec 2017  
**Importance:** High

Hi Sandra

Can I have the supporting damaged and new photographs for the items highlighted in yellow?

Thanks

Have a nice day

**Jason Sim**  
Assistant Manager, Claims Services (Motor)  
D: +65 6643 1325 | F: +65 6225 7402 | [jason\\_sim@sg.msig-asia.com](mailto:jason_sim@sg.msig-asia.com)



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**From:** [service@kkimhin.com.sg](mailto:service@kkimhin.com.sg) [<mailto:service@kkimhin.com.sg>]  
**Sent:** Wednesday, 19 September, 2018 7:05 PM  
**To:** Jason Sim <[Jason\\_Sim@sg.msig-asia.com](mailto:Jason_Sim@sg.msig-asia.com)>  
**Cc:** [sandrakhong@gmail.com](mailto:sandrakhong@gmail.com); [simon@kkimhin.com.sg](mailto:simon@kkimhin.com.sg)  
**Subject:** Accident Involving SKP 1845 H and SKX 8003 H on 19 Dec 2017

Dear Jason

Good day to you.

Sorry to disturb you on this case as we need your kind assistance.

Our client SKP 1845 H vehicle has been surveyed by LKK Kenneth and there was no prices given at that time as Volvo parts prices are not readily available and also many parts need to order, as such we do not have prices during survey time.

This vehicle is only about 3 years old so it is unlikely to be deemed not economical to repair as well. Moreover it being a TP claim and client is not at fault. Our client is insistent on repairing his car.

We have ordered the parts and when finalised with LKK Kenneth, he told us that there is a limit and is able to only offer maximum of \$21k for this case. However, our repair cost is \$32,906.60 before GST (supported with invoices). As such, \$21k is way too low.

We have spoken to Kenneth and he say need to refer to MSIG.

As such, we are seeking your help to discuss with your Manager on this matter.

Thanks & Regards  
Sandra  
6452 7018  
K. Kim Hin Auto Pte Ltd

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