

ASS. REC. BY:

REF: CS/MSG18003080/ fd3 Special Instruction

Surveyor
Menimen

ASSIGNMENT (Office)

From (Person):

Catherine Thia

of

M81G

Date/Time

13/2/18 @ 6pm

Estimated Cost:

Bill to:

OD (TP) WS / TP RES / OD RES / EVA / INV / MV / CS

To inspect Vehicle No:

SKK 6721A

Insured:

FBZ 9262

at Workshop m/s

Complete VMS

Tel:

6455 0012

of

Blk 176 Sin Ming Drive # 03-14

Policy No:

MSD/VMS/17-984557-W77

Claim No:

MSC/v/18-000251

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

10/02/2018

CA / REV / REP. / REV 24 HRS 'wp'

H.O.D. Endorsement:

Date/Time

11:45am @ 11/2/18

Person Contacted

Darren

Vehicle IN/OUT

Date/Time

Action/Instruction (✓)

Estimate

18/10/18 - Pauline Thum updated LOD.

SKK 6721A - X

Owner change workshop to ECO Automob

FBZ 9262 - X

we did not informed by msc.

13/8/18 - called workshop VNI

23-10-18 @ 11:35am - Email to Pauline Thum. will

25/8/18 - VNI

close this file at our end without

5/9/18 - vehicle not in

billing. ~~Celine~~ 22/10/18

19/9/18 - VNI

Catherine Chong (LKK Auto)

From: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Sent: Monday, 22 October, 2018 11:26 AM
To: 'Pauline Tham'
Cc: 'assignments@lkkauto.com'
Subject: RE: Yref : SKK6721A, Oref : MSC/V/18-000251

Dear Pauline,

As spoken, no PRS done for SKK 6721A from us.

We will close this file at our end without billing.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Janice Lee (LKKAuto) [mailto:JaniceLee@lkkauto.com]
Sent: Monday, 22 October, 2018 11:06 AM
To: Pauline Tham <pauline_tham@sg.msg-asia.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: Yref : SKK6721A, Oref : MSC/V/18-000251

Dear Pauline,
Thank you for your email.

Dear Catherine,
As spoken, kindly assist.

Thank you.

Best Regards,

Jannice Lee (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Pauline Tham [mailto:pauline_tham@sg.msg-asia.com]
Sent: Monday, October 22, 2018 10:56 AM
To: Janice Lee (LKKAuto) <JaniceLee@lkkauto.com>
Subject: RE: Yref : SKK6721A, Oref : MSC/V/18-000251

Dear Janice,

Your vehicle should be SKK6721A

Thanks.

Pauline Tham

Senior Executive, Claims Services, Motor

D: +65 6594 2545 | F: +65 6225 7402 | pauline_tham@sg.msig-asia.com



Insurer Claims
Team of the Year
2016

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From: Pauline Tham

Sent: Thursday, 18 October, 2018 5:20 PM

To: 'Janice Lee (LKKAUTO)' <janicelee@lkkauto.com>

Subject: Yref: SLL6681P, Oref: MSC/V/18-000251

Dear Janice,

Please let us have the survey report asap

PRS done in Feb 2018

Thanks.

Pauline Tham

Senior Executive, Claims Services, Motor

D: +65 6594 2545 | F: +65 6225 7402 | pauline_tham@sg.msig-asia.com



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2016

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...CLAIM SUBFOLDER...(Pending for Survey Report)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Edit Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	12 Feb 2018		19 Feb 2018 09:47 Edit Adj Rpt				Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	TAJUDEEN BIN MOHAMED SHARIFF, ID: S0625566C, Tel: +6584272190, Email: NOEMAIL		
Main Claimant:	CHUA KWEE HOI, ID: S1295018G		
Vehicle Reg. No.:	SKK6721A	Date of Loss:	11/02/2018 19:00 - :59
Claim Type:	TP / MSC/V/18-000251	Policy/Cover Note No.:	MSD/VMS/17-984557-WTT(TPFT) (TP, Fire & Theft) Coverage: 25/07/2017 - 24/07/2018
Vehicle Reg. No. (Insured):	FBF926Z	Policy No. (Claimant):	
		Excess:	
Repairer:	COMPLETE VMS PTE LTD (HQ) 176 Sin Ming Drive #03-14 Sin Ming Autocare Complex, 575721 Sin Ming - Tel: 6455 0012		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Catherine Thia Shi Yi - 6594 2545]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Imm.Advice due 20/02/2018]		
Driver/Custodian (Insured):	TAJUDEEN BIN MOHAMED SHARIFF (67 / Male), NRIC: S0625566C, Tel: +6584272190		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Catherine Chong (LKK Auto)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, 13 February, 2018 6:00 PM
To: assignments
Subject: FW: NOTICE OF ACCIDENT - YR REF: FBZ926Z, OUR REF: SKK6721A

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Rashitha Binte Shahuthuman [mailto:rashitha_shahuthuman@sg.msig-asia.com]
Sent: Tuesday, 13 February 2018 5:35 PM
To: 'Lily Leow' <lily@completevms.com.sg>; SUR <sur@lkkauto.com>
Cc: Rashitha Binte Shahuthuman <rashitha_shahuthuman@sg.msig-asia.com>
Subject: RE: NOTICE OF ACCIDENT - YR REF: FBZ926Z, OUR REF: SKK6721A

Dear LKK,

Please arrange to survey SKK6721A .

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: Lily Leow [<mailto:lily@completevms.com.sg>]
Sent: Tuesday, 13 February, 2018 1:54 PM
To: Rashitha Binte Shahuthuman <rashitha_shahuthuman@sg.msig-asia.com>
Subject: Re: NOTICE OF ACCIDENT - YR REF: FBZ926Z, OUR REF: SKK6721A

WITHOUT PREJUDICE

Dear
Rashitha,

Please appoint Kenneth Kong LKK.

Thank you and best regards
Lily Leow
Tel: 64550012
Complete VMS Pte Ltd
Blk 176 Sing Ming Drive #03-14
Sin Ming Autocare Complex
Singapore 575721
E-mail:lily@completevms.com.sg

On Tue, Feb 13, 2018 at 1:39 PM, Rashitha Binte Shahuthuman <rashitha_shahuthuman@sg.msig-asia.com> wrote:

WITHOUT PREJUDICE

Dear Sirs,

We refer to your email.

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.

Rashitha

Senior Admin Officer

Direct line [+65 6594 2582](tel:+6565942582) | Direct fax [+65 6225 7402](tel:+6562257402) | Rashitha.shahuthuman@sg.msiga.com



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From: Lily Leow [<mailto:lily@completevms.com.sg>]

Sent: 13 February 2018 10:14

To: Claims <claims@sg.msiga.com>

Subject: NOTICE OF ACCIDENT - YR REF: FBZ926Z, OUR REF: SKK6721A

WITHOUT PREJUDICE

Dear

Sir/Mdm,

ACCIDENT INVOLVING SKK6721A AND FBZ926Z ON 10/02/2018 AT 25 JALAN MAT JAMBOL SINGAPORE 119506 AT ABOUT 20:00HRS.

We act for **SKK6721A** owner of vehicle no. **FBF926Z** with instruction to repair the vehicle.

Please be informed that the said vehicle can be inspected at:-

Venue **Complete VMS Pte Ltd**

176, Sin Ming Drive,

#03-14,

Singapore 575721

Contact person Ms. Lily

Email lily@completevms.com.sg

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you. Please note that there will also be a storage charge of \$60 per day on the 2 day notice period commencing from the date of this letter.

Thank you and best regards

Lily Leow

Tel: 64550012

Complete VMS Pte Ltd

Blk 176 Sing Ming Drive #03-14

Sin Ming Autocare Complex

Singapore 575721

E-mail: lily@completevms.com.sg

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