

**Veron Chen (LKKAuto)**

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**From:** Irene Tan <irene\_tan@sg.msig-asia.com>  
**Sent:** Thursday, 15 March 2018 3:21 PM  
**To:** Suann  
**Cc:** Admin A; Admin-D (LKKAuto)  
**Subject:** RE: FW: TP CLAIMS - SGU1839Y AGAINST SKV7502B ON 23/02/2018; Our claim no.: 550596/IT

**Importance:** High

## **URGENT**

Good afternoon Suanne,

We refer to your email as below.

But your client's driver answered YES on the question "Was there any video captured by Car Camera?" on her GIA report. Please see below and ask for her clarification.

**Attachment(s)**

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	WILL UPLOAD TO FILEZILA ONCE INSURED SEND
Was there any audio recorded?	NO

**DETAILS OF OTHER VEHICLE PROPERTY 1**

Vehicle Registration Number	SKV7502B
Vehicle Make/Model/Colour	VOLKSWAGEN/JETTA/SLIVER
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	TAN GUAN WEI

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:** Suann [mailto:suann@nova.com.sg]  
**Sent:** Thursday, 15 March, 2018 3:26 PM  
**To:** Irene Tan <irene\_tan@sg.msig-asia.com>  
**Cc:** 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>  
**Subject:** FW: FW: TP CLAIMS - SGU1839Y AGAINST SKV7502B ON 23/02/2018; Our claim no.: 550596/IT



Dear Irene

I client does not has video footage.  
Please refer to my client email below.

Thank you

Regards  
**Suanne Chiu**  
Claims Asst. Manager  
**NOVA Automotive Pte Ltd**  
Tel: +65 6272 3892  
Fax: +65 6270 8314



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**From:** Ismelin Pang [mailto:ismelin@gmail.com]  
**Sent:** Tuesday, 13 March 2018 8:51  
**To:** Suann  
**Subject:** Re: FW: TP CLAIMS - SGU1839Y AGAINST SKV7502B ON 23/02/2018; Our claim no.: 550596/IT

Hi Suann,

I do not have an in-car video camera. I only took the video after the collision when we came out to see the damage and take each others details for the report. As for the photos, they are submitted to the insurance company when they came to take the report the next day after the accident.

By the way, how long will the repairs last and when can I collect our car? It's already 2 weeks since I last saw you.

regards,  
Ismelin

On Mon, Mar 12, 2018 at 4:52 PM, Suann <[suann@nova.com.sg](mailto:suann@nova.com.sg)> wrote:

Dear Ms Pang

Please check do you have the video footage.



Thank you.

Regards  
**Suanne Chiu**  
Claims Asst.Manager  
**MOVA Automotive Pte Ltd**

Tel: [+65 6272 3892](tel:+6562723892)

Fax: [+65 6270 8314](tel:+6562708314)



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**From:** Irene Tan [[mailto:irene\\_tan@sg.msg-asia.com](mailto:irene_tan@sg.msg-asia.com)]  
**Sent:** Saturday, 10 March 2018 1:36 PM  
**To:** nitha  
**Cc:** [samuel@moval.com.sg](mailto:samuel@moval.com.sg); [suann@moval.com.sg](mailto:suann@moval.com.sg); Bryan Ang (LKKAUTO)  
**Subject:** TP CLAIMS - SGU1839Y AGAINST SKV7502B ON 23/02/2018; Our claim no.: 550596/IT  
**Importance:** High

**WITHOUT PREJUDICE**

Dear Nitha,

We refer to your email of 1.3.18.

1) Our insured indicated in his GIA report that your client's car had hit the front car SGQ408K(prior collision) before our insured's car collided onto the rear of your client's car. Your client/driver of subject vehicle no.: SGU1839Y's GIA report indicates that **there was a video** on the accident captured by the in-car camera.

Please request your client to download the video footage into a link or dropbox and email it to us asap.

2) Our insured has asked us on whether such damages on your client's vehicle were genuinely caused by our insured's car. As such, please request your client to submit **accident scene pictures** to show the condition of the damages on the subject car SGU1839Y at the accident scene.

We look forward to receive the above asap or within the next 7 days by Friday, 16.3.18.

Best Regards

Irene Tan

Senior Executive, Claims Services (Motor)

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