

ASS. REC. BY:

REF:

C1/MCG18004905/D

Special Instruction:

Surveyor

ASSIGNMENT (Office)

From (Person): Irene Pan of M&G Date/Time: 9/2/2018

Estimated Cost: Bill to:

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

To Inspect Vehicle No: SL8 2598L Insured: SKM 3602U

at Workshop m/s Tel:

of

Policy No: Claim No: SH6561/IT

Sum Insured: Excess:

Make of Veh: D.O.A. 23/12/2017
(Client's Record)

CA / REV / REP. / REV 24 HRS H.O.D. Endorsement

Date/Time: Person Contacted: Vehicle IN/OUT

Date/Time	Action/Instruction () Estimate
	SL8 2598L - X
	SKM 3602U - X

Bryan Ang (LKKAuto)

From: Irene Tan <irene_tan@sg.msig-asia.com>
Sent: Friday, 9 February 2018 6:00 PM
To: KKLau; Bryan Ang (LKKAuto)
Cc: SUR
Subject: New assignment for a Consistency Damage Investigation report - Our claim no.: 546561/IT
Attachments: 1st zoomed in accident scene pix.pdf; 2nd zoomed in accident scene pix.pdf; our insured SKM3602U SAS report with pix.pdf; 3rd party SLS2598L SAS report.pdf
Importance: High

Good evening Mr Lau & Bryan,

Our insured: Mr Tham Chiew Loon

Accident on 23.12.17 involving our insured's car SKM3602U and 3rd party's car SLS2598L

Please see our insured's comments and request on his email below:

- > On 26 Jan 2018, at 14:03, glenn tham <you.wnw.alone@live.com.sg> wrote:
- >
- > Dear Irene,
- >
- > Reference to the email received from you on this subject earlier, please refer to below 2 clearer photos of the 3rd party car taken on 23 Dec.
- >
- > Contrary to those photos you sent, there don't seem to have any dents on the circled areas previously.
- >
- > I would like to highlight that both cars (one directly behind the other) just came in contact with no visible damage, on top of it, the most protruding part will be my car's number plate which should touch the front car bumper (centre) and not on the right hand side bumper and higher boot lid areas (curved outward areas?).
- >
- > I earnestly request MSIG to carry out a thorough investigations and stop any fraudulent claims from 3rd party. These illegal practices had been ongoing for far too long (also happened to me on 30 Aug 2017) which also explains why the insurance premium keep rising year by year.
- >
- >
- > Thank You.
- >
- >
- > Best Regards
- > Glenn Tham
- > Hp : 8428 2232
- >
- > PS : I have kept HuiTong in copy.
- >

The 2 clearer photos which our insured, Mr Glenn Tham is referring to are shown in the 1st and 2nd attachments.

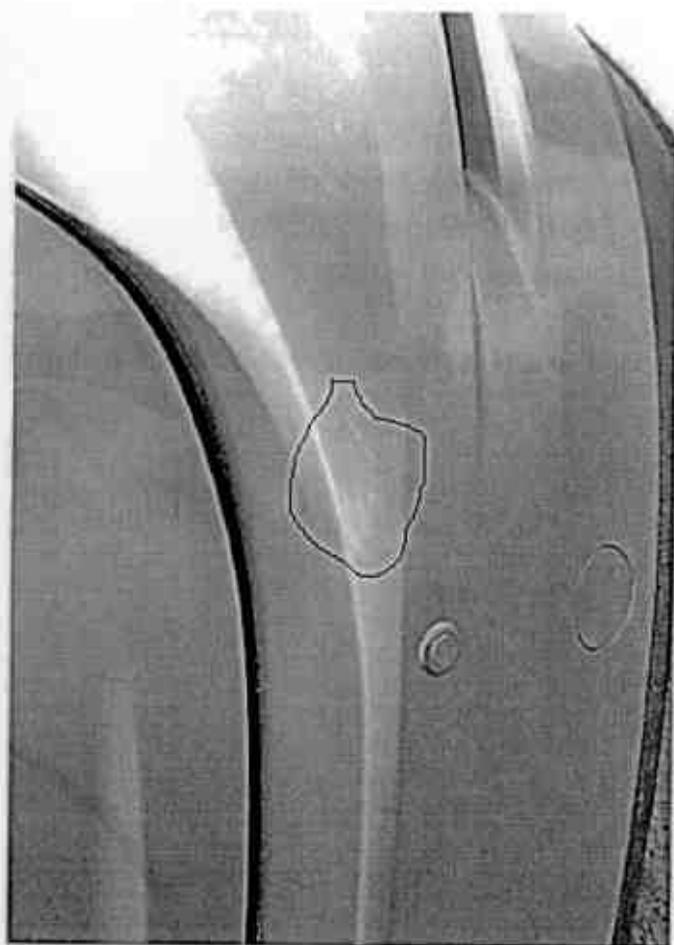
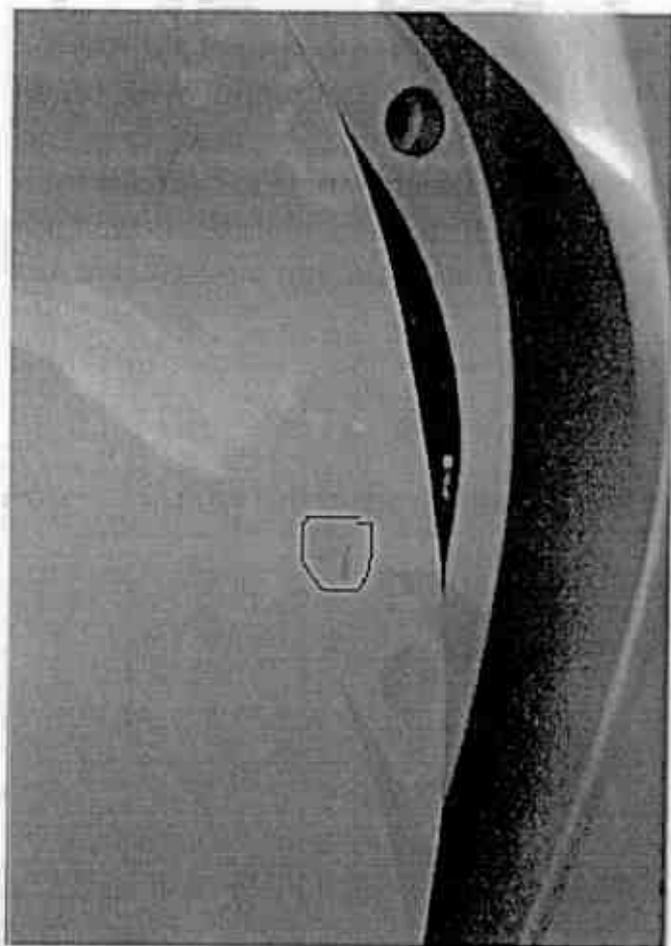
Please see our insured's SAS report with some colour pictures on the condition of both vehicles snapped at the accident scene and the 3rd party's SAS report with colour pictures in the 3rd and 4th attachments respectively.

In view of the limited capacity of our PC, we will forward the pictures snapped by our inhouse surveyor during his inspection of the 3rd party's vehicle in another email after this.

But for the sake of clarity, please see the circled dent on the bootlid and some white scratches on the sloping top of the rear bumper which our insured is complaining that these damages did not appear on his zoomed in pictures in the 1st & 2nd attachments.

Our in-house surveyor opined that the damages on the 3rd party's rear portion are not consistent.

Please scroll down after the pictures to see the repair estimates.





Third Party Insurer : MSIG
 Insured's Veh No : SKM3602U
 Date of accident : 23.12.2017

Messrs Grab Rentals Pte Ltd

Date : 26.12.2017

Estimate To Repair Mazda 3 1.5 Sedan
 Vehicle No : SLS2598L
 Chassis No : JM6BN22ABH0158122

Pages : 1 of 1

S/No	Quantity	Description	Unit price	Amount
LIST ITEMS				
	1 pc	bootlid - mazda 3 badge	\$ 54.00	\$ 54.00
1	1 pc	bootlid - Skyactiv badge	\$ 64.00	\$ 64.00
2	1 pc	bootlid centre emblem badge	\$ 75.00	\$ 75.00
3	1 pc	rear bumper	\$ 1,075.00	\$ 1,075.00
4	1 pc	rear bumper reinforcement	\$ 538.00	\$ 538.00
5	2 ps	rear bumper side retainers	\$ 37.00	\$ 74.00
6	10 ps	rear bumper clips	\$ 5.00	\$ 50.00
7	2 ps	rear bumper tow cover	\$ 17.00	\$ 34.00
8	2 ps	rear bumper reflectors	\$ 51.00	\$ 102.00
9	2 ps	rear bumper side holders	\$ 46.00	\$ 92.00
10	4 ps	rear bumper side holder rivets	\$ 9.00	\$ 36.00
11	1 pc	rear end panel	\$ 506.00	\$ 506.00
12	1 pc	rear end panel inner trim	\$ 86.00	\$ 86.00
13	1 pc	rear end panel inner trim clips	\$ 5.00	\$ 5.00
				\$ 2,791.00
Less 20%				\$ 558.20
				\$ 2,232.80
SPECIAL NETT ITEMS				
	1 set	rear bumper parking sensor	\$ 450.00	\$ 450.00
				\$ 450.00
LABOUR & MISC. CHARGES				
1		To reinstall of rear bumper parking sensor.		\$ 120.00
2		To check electrical lighting concerned.		\$ 60.00
3		To rust-proofing of the affected areas.		\$ 80.00
4		To remove and refit interior fittings, trimmings, garnish and other, to enable repair.		\$ 120.00
5		Panel beating, knocking and straighten the necessary portion, remove and renewal of parts, adjust and realign the same.		\$ 780.00
6		Putty and spray painting of the affected portion.		\$ 750.00
				\$ 1,910.00
Grand Total				\$ 4,592.80

We specially request Bryan to personally take on this assignment to liaise with insured and/or his driver and to prepare a Consistency Damage Investigation report.

Please let us know if you require additional information or documents.

Otherwise, please revert with your prompt acknowledgment of this new assignment and receipt of the attached documents in this email and the following email.

In addition, please let us know how soon (before or after the CNY) and which date can Bryan meet insured and take measurements of his car

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



MSIG



Insurer Claims
Team of the Year
2016

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.