

## FW: CONSISTENCY INVESTIGATION : M533628

Admin-D (LKKAuto)

Fri 9/2/2018 3:11 PM

To: Investigation &lt;investigation@lkkauto.com&gt;;

 1 attachments (2 MB)

SHA4304Y.pdf;

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:** Lionel Tan [mailto:[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)]**Sent:** Friday, 9 February, 2018 2:44 PM**To:** 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>**Cc:** 'assignments' <assignments@lkkauto.com>**Subject:** RE: CONSISTENCY INVESTIGATION : M533628

Attach TP report

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**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]**Sent:** Friday, 9 February, 2018 1:17 PM**To:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>**Subject:** RE: CONSISTENCY INVESTIGATION : M533628

Dear Lionel,

Please be informed that no Merimen for this case.

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:** Lionel Tan [[mailto:lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)]**Sent:** Friday, 9 February, 2018 11:33 AM**To:** 'Catherine Chong (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>**Subject:** RE: CONSISTENCY INVESTIGATION : M533628

Shared via Merimen

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**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Friday, 9 February, 2018 11:17 AM  
**To:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>  
**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: CONSISTENCY INVESTIGATION : M533628

Dear Lionel,

Kindly also provide us the TP GIA report.

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:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 5 February, 2018 9:57 AM  
**To:** 'Lionel Tan' <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>; 'Investigation' <[investigation@lkkauto.com](mailto:investigation@lkkauto.com)>  
**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** FW: CONSISTENCY INVESTIGATION : M533628

Dear Lionel,

Thank you for your email.

**Dear Investigator,**

**Kindly assist.**

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:** Lionel Tan [[mailto:lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)]  
**Sent:** Friday, 2 February, 2018 5:54 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** CONSISTENCY INVESTIGATION : M533628

We need you to survey insured vehicle and do a consistency report.

You may call Mr Ong directly at his no. 98631631

Regards

Lionel Tan

**From:** ong yongzhi [<mailto:ongyongzhi@hotmail.com>]  
**Sent:** Thursday, 1 February, 2018 12:12 PM  
**To:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>  
**Subject:** RE: Your ref: M533628

Hi Lionel,

Thanks for your email. Possible to arrange next tuesday at 6pm?

Best regards,  
Yong Zhi

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**From:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>  
**Sent:** Monday, January 29, 2018 10:21:18 AM  
**To:** 'ong yongzhi'  
**Subject:** RE: Your ref: M533628

Hi Yong Zhi,

You may let me know your available day and time, any weekday during office hours.

We will arrange at your convenience.

Regards

Lionel Tan

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**From:** ong yongzhi [<mailto:ongyongzhi@hotmail.com>]  
**Sent:** Friday, 26 January, 2018 4:42 PM  
**To:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>  
**Subject:** RE: Your ref: M533628

Hi Lionel,

Thanks for your email. Please advise on the day and time which the technical expert will be available.

Best regards,  
Yong Zhi

**From:** Lionel Tan  
**Sent:** Friday, 26 January, 10:03 am  
**Subject:** RE: Your ref: M533628  
**To:** 'ong yongzhi'

Hi Yong Zhi,

We would like our technical expert to do a physical inspection of your vehicle.

Please give us a date, time and location five (5) days in advance.

Thank you.

Regards

Lionel Tan

**From:** ong yongzhi [<mailto:ongyongzhi@hotmail.com>]  
**Sent:** Tuesday, 9 January, 2018 8:34 AM  
**To:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>  
**Subject:** Re: Your ref: M533628

Hi Lionel,  
Any update on the below? Thanks.  
Best regards,  
Yong Zhi

**From:** ong yongzhi <[ongyongzhi@hotmail.com](mailto:ongyongzhi@hotmail.com)>  
**Sent:** Sunday, November 19, 2017 9:05:32 PM  
**To:** Lionel Tan  
**Subject:** Re: Your ref: M533628

Hi Lionel,

Please see attached as request. Please let me know if you have received it. Thank you.

Best Regard,  
Yong Zhi

**From:** ong yongzhi <[ongyongzhi@hotmail.com](mailto:ongyongzhi@hotmail.com)>  
**Sent:** Wednesday, November 15, 2017 12:36 PM  
**To:** Lionel Tan  
**Subject:** RE: Your ref: M533628

Hi Lionel,  
I think it is due to the file size. Let me try again now. Thanks!

Best regard,  
Yong Zhi

**From:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>  
**Sent:** Wednesday, November 15, 2017 9:12:16 AM  
**To:** 'ong yongzhi'  
**Subject:** RE: Your ref: M533628

Hi Yong Zhi,

I have yet to receive the attachments from you.

Regards

Lionel Tan

**From:** Lionel Tan  
**Sent:** Friday, 27 October, 2017 9:25 AM  
**To:** 'ong yongzhi' <[ongyongzhi@hotmail.com](mailto:ongyongzhi@hotmail.com)>  
**Subject:** RE: Your ref: M533628

Dear Yong Zhi,

Thank you for your call.

Kindly forward all scene photographs and evidence to us.

Best Regards,

Lionel Tan

Executive, Claims Services (Motor)

Direct line +65 6643 1307 | Direct fax +65 6225 7402 | [lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@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    

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

**From:** ong yongzhi [<mailto:ongyongzhi@hotmail.com>]

**Sent:** Friday, 27 October, 2017 1:37 AM

**To:** Lionel Tan <[lionel\\_tan@sg.msig-asia.com](mailto:lionel_tan@sg.msig-asia.com)>

**Subject:** Your ref: M533628

Dear Lionel,

I refer to your letter dated 23 October 2017.

I deny the allegation made against me by Comfort Transportation Pte Ltd in regard to the property damage claim.

Please note that I have made an accident report on 21 October 2017 to prove that no damages relating to what is mentioned in the claimant's claim were found on my vehicle and this accident report has been forwarded to your Company as I have been informed in a separate letter by your Company dated 23 October 2017 (your ref: 533628).

No liability has been admitted. Please contact me at 98631631 to clarify. I look forward to your prompt response. Thank you.

Best Regard,  
Yong Zhi

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