

Veron Chen (LKKAUTO)

From: Celine Fong (LKKAUTO)
Sent: Wednesday, 29 August 2018 10:56 AM
To: Irene Tan; KKLau; Bryan Ang (LKKAUTO); Olivia Lau (LKKAUTO); Veron Chen (LKKAUTO); Shiau Chan (LKKAUTO); assignments; Admin-D (LKKAUTO)
Subject: RE: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT

Dear Irene,

We have conveyed your message to TP repairer.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Irene Tan <irene_tan@sg.msig-asia.com>
Sent: Monday, 27 August 2018 4:09 PM
To: KKLau <kklau@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Subject: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT
Importance: High

Good afternoon Mr Lau & Olivia,

We refer to Mr Adrian Ling's survey report dated 3.7.18 which he recommended a total sum of \$7,200 on the total repair costs.

Our insured commented that \$7,200 is on the high side on the total repair costs and the loss of use of 12 days claims upon receiving a copy of the 3rd party's Letter of Demand.

We have reviewed the breakdown on the different parts and labour in Mr Ling's survey report and his colour survey pictures on the parts and are of the view that it would take a total sum of \$6,400 to complete repairs satisfactorily.

In the foregoing, please communicate with the repairer, M/s. MG Solution Pte Ltd on the following:

- a) to obtain the repairer's agreement to accept \$6,400 on the total repair costs; and
- b) to obtain the repairer's agreement to accept a corresponding lower no. of days to complete repairs instead of Mr Ling's recommended 9 days.

Thereafter, please revert to us.

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.