

Veron Chen (LKKAUTO)

From: Celine Fong (LKKAUTO)
Sent: Thursday, 8 November 2018 9:02 AM
To: Irene Tan
Cc: Olivia Lau (LKKAUTO); Veron Chen (LKKAUTO); Shiao Chan (LKKAUTO); Admin-D (LKKAUTO); KKLau
Subject: RE: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT

Dear Irene,

We have checked with the repairer, they have agreed to settle at repair cost \$6,400.00 and 7 days.

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: Thursday, 1 November 2018 3:50 PM
To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: RE: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT
Importance: High

2nd reminder

Good afternoon Celine,

We refer to our email of 29.8.18 as below.

Please let us know on the outcome of the repairer's agreement to accept \$6,400 on total repair costs and repairer's decision to change the 12 days loss of use to a much lower total no. of days than their claim for 12 days.

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



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



From: Celine Fong (LKKAUTO) [<mailto:celinefong@lkkauto.com>]
Sent: Friday, 28 September, 2018 5:21 PM
To: Irene Tan <irene_tan@sg.msig-asia.com>
Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: RE: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT

Dear Irene,

Thank you for the email.

Till date, we are still pending reply from the 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: Wednesday, 26 September 2018 2:53 PM
To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; KKLau <kklau@lkkauto.com>
Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Subject: FW: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT
Importance: High

1st reminder

Good afternoon Celine,

We refer to our email of 29.8.18 as below.

Please let us know on the outcome of the repairer's agreement to accept \$6,400 on total repair costs and repairer's decision to change the 12 days loss of use to a much lower total no. of days than their claim for 12 days.

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



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From: Irene Tan

Sent: Wednesday, 29 August, 2018 11:19 AM

To: 'Celine Fong (LKKAUTO)' <celinefong@lkkauto.com>; 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: RE: Mr Adrian Ling's survey on SLU9448E; Our claim no.: 556452/IT

Importance: High

Good morning Celine,

Thanks for your email.

Please let us know on the outcome of the repairer's agreement to accept \$6,400 on total repair costs and repairer's decision to change the 12 days loss of use to a much lower total no. of days than their claim for 12 days.

Best Regards

Irene Tan

Senior Executive, Claims Services (Motor)

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

From: Celine Fong (LKKAUTO) [<mailto:celinefong@lkkauto.com>]

Sent: Wednesday, 29 August, 2018 10:56 AM

To: Irene Tan <irene_tan@sg.msig-asia.com>; 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: 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



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