

Veron Chen (LKKAUTO)

From: Bryan Ang (LKKAUTO)
Sent: Monday, 21 May 2018 11:02 AM
To: Irene Tan; KKLau; Olivia Lau (LKKAUTO); Shiao Chan (LKKAUTO); Veron Chen (LKKAUTO)
Cc: Admin-D (LKKAUTO)
Subject: RE: Mr Marcus Chua's survey on 3rd party's car SLS6948J; Our claim no.: 558286/IT

Dear Irene

The front bonnet of the insured vehicle was buckled as seen from the photos taken at the accident scene. Damage can also be seen on the TP vehicle, similar to the damages seen at the time of inspection of the TP vehicle by our surveyor. Hence your insured's comment of "absolutely no damage sustained to TP vehicle" is incorrect.

We are currently obtaining some photos and video from TP repairer and will officially revert to you soon.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Irene Tan [mailto:irene_tan@sg.msig-asia.com]
Sent: Saturday, 19 May 2018 2:35 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Subject: Mr Marcus Chua's survey on 3rd party's car SLS6948J; Our claim no.: 558286/IT
Importance: High

Dear Bryan,

We refer to your surveyor's Preliminary Advice dated 18.5.18 recommending an Interim total repair costs at \$3,835.48.

But please see our insured's comments in his email below. He clearly mentioned **absolutely no damage sustained to the 3rd party's car** and **the no damage had been acknowledged by the 3rd party**, Mr Chew. And insured had attached his accident scene pictures to support his comment of absolutely no damage to the 3rd party's car. Please see attached.

How to explain to insured with your surveyor's Preliminary Advice on the total repair costs of \$3,835.48?

Can your surveyor show us the parts & types of labour recommended that total \$3,835.48 so that we can explain to insured?

Or do you have another better way that can help us to explain to insured?

Please revert to us asap or within the next 7 days by Friday, 25.5.18.

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

From: Pankaj Sood [<mailto:pankajsood@mmstokyo.co.jp>]

Sent: Saturday, 19 May, 2018 9:54 AM

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

Subject: URGENT : Car Accident SKB 1272j

Kind Attention : Ms Irene Tan

Dear Ms Irene,

I am in receipt of your letter reference 558286 dated 15th May 2018 providing information regarding a property damage claim from the Hup Motor Trading and Service on behalf of the owner Mr CHEW YEOW YONG of Vehicle Number SL56948J for the accident involving my Car with his.

In this regard, I tried calling you few times today but was not able to get through to you and left a voice message in your voice mail box.

Would appreciate if you can refer to below regarding this claim:

1. Soon after the accident myself and Mr CHEW had inspected his Car and there was **absolutely no damage sustained by his Car. This was also acknowledged by Mr CHEW.**
2. We both had taken few photographs soon after the accident and I have **attached the photos** for your reference indicating **there was no damage at all to his car.**
3. Please advise the estimated amount of claim from the workshop on behalf of Mr Chew and the nature of the claims.
4. Would appreciate MSIG to handle this issue pertaining to third party claim appropriately.

Thanks and Best regards

Pankaj Sood

Tel :98224978

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.