

Veron Chen (LKKAUTO)

From: Irene Tan <irene_tan@sg.msigg-asia.com>
Sent: Saturday, 19 May 2018 2:35 PM
To: Bryan Ang (LKKAUTO); KKLau; Olivia Lau (LKKAUTO); Shiao Chan (LKKAUTO); Veron Chen (LKKAUTO)
Cc: Admin-D (LKKAUTO)
Subject: Mr Marcus Chua's survey on 3rd party's car SLS6948J; Our claim no.: 558286/IT
Attachments: Car Damage Photos.docx
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
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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 SLS6948J 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

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