

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 11 July 2018 5:49 PM  
**To:** 'Pauline Tham'; SUR  
**Cc:** Calvin Ang (LKKAUTO)  
**Subject:** RE: Insure dispute - Yref : SHA7668C - DOA 21/05/2015, Oref : 21/05/2015

Dear Pauline,

Our surveyor had checked both damages found at the accident scene and repairer workshop, their damages are identical (see photos).





The damages to the TP are consistent with the impact force.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Pauline Tham [mailto:paulinetham@tokiomarine.com.sg]

**Sent:** Monday, 9 July 2018 5:16 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>

**Subject:** RE: Insure dispute - Yref : SHA7668C - DOA 21/05/2015, Oref : 21/05/2015

Dear Veron,

We attached Oi report for your view.

Thanks.

Regards

**Pauline Tham**

Executive, Motor Claim Department

**Tokio Marine Insurance Singapore Ltd.**

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

T (65) 6592 6401 | F (65) 6221 2101 | [www.tokiomarine.com](http://www.tokiomarine.com)

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**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

**Sent:** Monday, 9 July, 2018 12:10 PM

**To:** Pauline Tham; SUR

**Cc:** Calvin Ang (LKKAuto)

**Subject:** RE: Insure dispute - Yref : SHA7668C - DOA 21/05/2015, Oref : 21/05/2015

Dear Pauline,

We will check and revert.

Kindly forward us OI GIA report and damaged photos.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Pauline Tham [<mailto:paulinetham@tokiomarine.com.sg>]

**Sent:** Monday, 9 July 2018 11:43 AM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Insure dispute - Yref : SHA7668C - DOA 21/05/2015, Oref : 21/05/2015

**Importance:** High

Dear Veron,

Our insured dispute that the damages was not consistent with her vehicle damages.

Please advise asap.

Thanks.

Regards

**Pauline Tham**

Executive, Motor Claim Department

**Tokio Marine Insurance Singapore Ltd.**

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

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