

Denise Tay (LKKAuto)

From: Bryan Ang (LKKAuto)
Sent: Monday, 7 January 2019 11:16 AM
To: Monica Chung
Cc: Investigation; SUR; Foo Ai Ngoh
Subject: Re: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Monica

Since we last spoke, I had explained my findings to insured and also sent him an email pointing out the damage to the left front wheel rim and tyre in the scene photo that he had taken.

So far he has not come back to dispute or reply on my email.

Bryan Ang
LKK Auto Consultants Pte Ltd

On 7 Jan 2019, at 10:48, Monica Chung <Monica_Chung@sg.msig-asia.com> wrote:

Dear Bryan,

We still haven't received your report since our last conversation on 17/12/18.

Regards,

Monica Chung
Executive, Claims Services (Motor)
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image001.png>

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<image006.jpg>

From: Monica Chung
Sent: Monday, December 17, 2018 10:16 AM
To: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>
Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Ngoh <aingoh_foo@sg.msig-asia.com>
Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Bryan,

Please let us have your update.

Regards,

Monica Chung
Executive, Claims Services (Motor)
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image001.png>

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<image006.jpg>

From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]
Sent: Thursday, October 18, 2018 9:04 AM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Nghoh <aingoh_foo@sg.msig-asia.com>
Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Monica

I will be relating my findings to your insured and will revert to you on the outcome of my communication with him shortly.

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: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Thursday, 18 October 2018 8:35 AM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Nghoh <aingoh_foo@sg.msig-asia.com>
Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Bryan,

Third party law firm is chasing for update. Please let us know if the report is ready.

Thanks.

Regards,

Monica Chung

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image007.png>

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<image010.jpg>

From: Monica Chung
Sent: Friday, September 07, 2018 1:58 PM
To: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>
Cc: 'Investigation' <investigation@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Foo Ai Nghoh <aingoh_foo@sg.msig-asia.com>
Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Bryan,

Can we have update from you?

Regards,

Monica Chung

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image007.png>

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msig.com.sg <image002.png> <image008.png> <image009.png>

<image010.jpg>

From: Monica Chung

Sent: Tuesday, July 24, 2018 11:29 AM

To: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>

Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Ngoh <aingoh_foo@sg.msig-asia.com>

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Bryan,

Yes, third party lawyer may issue Writ of Summons anytime. We appreciate if you can speak to the workshop and ask their lawyer to hold hands. On our side, we will also do the same.

Thanks.

Regards,

Monica Chung

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

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msig.com.sg <image002.png> <image008.png> <image009.png>

<image010.jpg>

From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]

Sent: Tuesday, July 24, 2018 10:59 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Ngoh <aingoh_foo@sg.msig-asia.com>

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Monica

I am currently working on some reports which are time pressing.

For your this case, we have previously discussed that the scene photo provided by your insured shows the actual extent of damage to the TP vehicle. Our paper adjustment took into account the damage as seen from this photo. Your insured had also mentioned that there was contact and seems to be disputing the cost of damage claimed by TP.

Nonetheless, I will try my best to forward my report next week. I understand that this is a lawyer case, if there is issue with the timeline to respond, please let me know and I will talk to the repairer to inform his lawyer to hold hand.

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: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Tuesday, 24 July 2018 10:19 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Nghoh <aingoh_foo@sg.msig-asia.com>

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Importance: High

Reminder

From: Monica Chung

Sent: Wednesday, July 18, 2018 4:03 PM

To: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>

Cc: Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>; Foo Ai Nghoh <aingoh_foo@sg.msig-asia.com>

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624

Dear Bryan,

Please let us know when will the report be ready.

Thanks.

Regards,

Monica Chung

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image007.png>

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msig.com.sg <image002.png> <image008.png> <image009.png>

<image010.jpg>

From: Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]

Sent: Friday, July 06, 2018 8:56 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>; Investigation <investigation@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Dear Monica

Contents of your email is noted.

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: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Thursday, 5 July 2018 2:47 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Investigation <investigation@lkkauto.com>;
SUR <sur@lkkauto.com>

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Dear Bryan,

We called and explained to insured, SELVANAYAGAM A/L ANTHONY - 9028 7812 on the damages. However, he insisted that the tyre and rim, even the headlamp are not caused by him. He said that the exhaust pipe only grazed against the front bumper but he did not fall off. He is prepared to go to Court to fight the case.

Please call and interview insured. You may proceed to do height measurements after the interview.

Thank you.

Regards,

Monica Chung

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

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<image010.jpg>

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, June 12, 2018 4:18 PM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>; 'Investigation' <investigation@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Cc: assignments@lkkauto.com

Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Dear Monica,

Thank you for your email.

Dear Investigator / Denise,

Kindly assist. Our Ref: CS3/MSG17020435/tb-1

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]
Sent: Tuesday, 12 June, 2018 2:15 PM
To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Subject: FW: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Dear Catherine,

I just spoke with insured and he said that he has sold his bike.

Please do height measurement on similar make and model of insured vehicle and Third party vehicle.

Please submit height measurement and paper adjustment report once they are ready.

Thanks.

Regards,

Monica Chung
Executive, Claims Services (Motor)
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image007.png>

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 <image002.png> <image008.png> <image009.png>

<image010.jpg>

From: Monica Chung
Sent: Monday, June 11, 2018 5:14 PM
To: 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>
Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Dear Catherine,

Please update us urgently.

Regards,

Monica Chung
Executive, Claims Services (Motor)
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

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<image010.jpg>

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Monday, June 11, 2018 1:14 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: 'assignments' <assignments@lkkauto.com>
Subject: RE: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Dear Monica,

Thank you for your email.

We will check and revert to you shortly.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Monica Chung [mailto:Monica_Chung@sg.msig-asia.com]

Sent: Monday, 11 June, 2018 8:53 AM

To: 'assignments' <assignments@lkkauto.com>

Subject: TP SGQ3860S DOA-26/10/17 Our Ref: MSC/V/17-001624 URGENT BY TODAY

Urgent

Dear Catherine,

Please check with surveyor if the damages are consistent during the time of inspection. You may ask him to either email or call me directly.

Thanks.

Regards,

Monica Chung

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com

<image007.png>

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