

Veron Chen (LKKAuto)

From: Irene Tan <irene_tan@sg.msig-asia.com>
Sent: Wednesday, 27 June 2018 1:49 PM
To: Bryan Ang (LKKAuto)
Cc: KKLau; Olivia Lau (LKKAuto); Veron Chen (LKKAuto); Shiau Chan (LKKAuto); assignments; Admin-D (LKKAuto); SUR
Subject: RE: New assignment to prepare Consistency Damage report on our insured's vehicle no.: SLB2822D; Our claim no.: 561344/IT
Importance: High

FOR YOUR IMMEDIATE REPLY, PLEASE

Good afternoon Bryan,

We refer to your email of 25.6.18.

Have you made arrangement to see our insured and inspect his car?

For your information, the 3rd party is also insured with MSIG. Therefore, no reasonable delays for both parties to fault us, please.

In view of the above, please revert with your update asap.

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

From: Bryan Ang (LKKAuto) [mailto:bryanang@lkkauto.com]
Sent: Monday, 25 June, 2018 6:42 PM
To: Irene Tan <irene_tan@sg.msig-asia.com>
Cc: KKLau <kklau@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>; SUR <sur@lkkauto.com>
Subject: Re: New assignment to prepare Consistency Damage report on our insured's vehicle no.: SLB2822D; Our claim no.: 561344/IT

Dear Irene

Your email is acknowledged. We will make arrangement with your insured asap.

Bryan Ang
LKK Auto Consultants Pte Ltd

On 25 Jun 2018, at 14:23, Irene Tan <irene_tan@sg.msig-asia.com> wrote:

VERY URGENT

Good afternoon Mr Lau and Bryan,

We refer to our email of 23.6.18 as below.

Till now, we still have not receive any acknowledgement on your receipt of the subject new assignment by return email.

But the 3rd party's claim handler from Borneo Motors have just sent us a chaser/reminder.

Can you respond to this email and with your file ref no. asap? So that we can quote your file ref no. when we email fresh and additional colour pictures just forwarded by the 3rd party that may help in your investigation of the matter?

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: Saturday, 23 June, 2018 6:37 PM

To: KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; 'lekoasia@gmail.com' <lekoasia@gmail.com>; '[LIM Poh Seng@lta.gov.sg](mailto:LIM_Poh_Seng@lta.gov.sg)' <[LIM Poh Seng@lta.gov.sg](mailto:LIM_Poh_Seng@lta.gov.sg)>

Subject: New assignment to prepare Consistency Damage report on our insured's vehicle no.: SLB2822D; Our claim no.: 561344/IT

Good evening Mr Lau and Bryan,

We refer to your Taufikh's survey on the 3rd party's Lexus SBN8998X and his Preliminary Advice dated 21.6.18 indicating a revised amount of \$2,609.54.

But our insured is adamant that there was no damage on both cars. Please see his emails below.

In the foregoing, please contact our insured, Mr Lim Poh Seng @97529245 to arrange for an appointment to inspect his car and interview him.

Thereafter, please submit your Consistency Damage report asap.

Meanwhile, please acknowledge receipt of this new assignment by immediate return email.

Dear Mr Lim,

Thanks for your email of 22.6.18.

We have appointed an expert firm, M/s. LKK Auto Consultants Pte Ltd to investigate and inspect both cars.

Do expect a call from a surveyor from M/s. LKK Auto Consultants Pte Ltd to inspect your car and for an interview with you.

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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<image012.jpg>

From: Poh Seng LIM (LTA) [mailto:LIM_Poh_Seng@lta.gov.sg]

Sent: Friday, 22 June, 2018 9:06 AM

To: Leko Asia <lekoasia@gmail.com>; Irene Tan <irene_tan@sg.msig-asia.com>

Subject: RE: Lim Poh Seng; Accident involving vehicles nos.: SLB2822D & SBN8998X; Our claim no.: 561344/IT

Hi Irene,

I cannot open the voice recording and the attachment.

I might have offer to pay the claimant \$100 as settlement out of fear and inconvenience of making a report etc. as there was **no damage** to both vehicle.

I will leave it to your company to settle this matter as you deem fit.

Thanks

Regards

Lim Poh Seng

Assistant Contracts Manager / Land Transport Authority
TEL (C2) Project Officer, Level 3, 20A Toa Payoh West, Singapore 318878
TEL 63357 531 FAX 62513114

From: Leko Asia [<mailto:lekoasia@gmail.com>]

Sent: Thursday, 21 June, 2018 6:23 PM

To: Irene Tan <irene_tan@sg.msig-asia.com>; Poh Seng LIM (LTA) <LIM_Poh_Seng@lta.gov.sg>

Subject: Re: Lim Poh Seng; Accident involving vehicles nos.: SLB2822D & SBN8998X; Our claim no.: 561344/IT

Hi Irene,

I have spoken to Mr Lim about the latest development of the claim.

Tomorrow, he will reply to your email personally.

On Thu, 21 Jun 2018, 6:06 pm Leko Asia, <lekoasia@gmail.com> wrote:

----- Forwarded message -----

From: Poh Seng LIM (LTA) <LIM_Poh_Seng@lta.gov.sg>

Date: Thu, 21 Jun 2018, 3:19 pm

Subject: RE: Lim Poh Seng; Accident involving vehicles nos.: SLB2822D & SBN8998X;

Our claim no.: 561344/IT

To: Leko Asia <lekoasia@gmail.com>

Thanks for keeping me in the loop.

I cannot open the attached document.

I will maintain my stand that **I do not remember making any contact** with the claimant's car and I also cannot remember admitting liability and offering settlement amount.

There was **no damage at all** on both cars and I did apply some polishing wax to clean of some black stain on the claimant's car and he was quite happy and latter we both left the carpark.

This will be the story line which I will maintained.

Regards

Lim Poh Seng

Assistant Contracts Manager / Land Transport Authority

TEL (C2) Project Officer, Level 3, 20A Toa Payoh West, Singapore 318878

TEL 63357 531 FAX 62513114

From: Leko Asia [mailto:lekoasia@gmail.com]

Sent: Thursday, 21 June, 2018 3:02 PM

To: eksokamem@gmail.com; Poh Seng LIM (LTA) <LIM_Poh_Seng@lta.gov.sg>

Subject: Fwd: Lim Poh Seng; Accident involving vehicles nos.: SLB2822D & SBN8998X; Our claim no.: 561344/IT

Hi Mr Lim,

For your quick reference only.

----- Forwarded message -----

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

Date: Thu, 21 Jun 2018, 1:57 pm

Subject: Lim Poh Seng; Accident involving vehicles nos.: SLB2822D & SBN8998X; Our claim no.: 561344/IT

To: lekoasia@gmail.com <lekoasia@gmail.com>

FOR YOUR IMMEDIATE ACTION, PLEASE

Good afternoon Desmond,

We refer to our telephone conversation just before 12noon today.

A) Please read the points nos. 1 & 2 below on our email to your attention and the 3rd party's rebuttal of our insured's allegation of "no contact between the 2 cars"

B) Please scroll down to the last email at the bottom and click on the link in blue wordings to listen to the voice recording of both parties conversation;

C) Thereafter, please let us have Mr Lim Poh Seng's written agreement or approval for us to confirm settlement on liability at 100% leaving quantum to be negotiated.

D) We look forward to receiving Mr Lim Poh Seng's written agreement asap or within the next 4 days by Monday, 12noon 25.6.18 otherwise, the 3rd party will file a police report to complain against Mr Lim.

1) Sketch and accident statement by the 3rd party owner of LEXUS SBN8998X

2) 3rd party's rebuttal to our rejection of his claim on the basis of no contact between the 2 cars

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: easishare@msig-asia.com [mailto:easishare@msig-asia.com]

Sent: Thursday, 21 June, 2018 11:27 AM

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

Subject: Carine Yeo has uploaded a file for 561344

Dear Irene Tan,

Carine Yeo has uploaded **Voice recording btw SBN8998X & SLB2822D - CUT.m4a**.

Please click [here](#) to access the uploaded file(s) or from your **EasiShare Upload Request** folder to access the uploaded file(s).

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