

Denise Tay (LKKAuto)

From: Vimmla D/O Raja Singam <vimmla_rajasingam@sg.msig-asia.com>
Sent: Thursday, 8 November 2018 8:52 AM
To: Denise Tay (LKKAuto)
Cc: Keny Ong; Rajah Kumar; SUR
Subject: RE: Dispute over Claim ref: 562301 - Date of accident: 23/06/2018

Hi Denise,

Thank you update.

We will inform our insured accordingly on the findings by the surveyor.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmla_rajasingam@sg.msig-asia.com



MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65

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From: Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]
Sent: Thursday, 8 November 2018 8:50 AM
To: Vimmla D/O Raja Singam <vimmla_rajasingam@sg.msig-asia.com>
Cc: Keny Ong <Keny_Ong@sg.msig-asia.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: Dispute over Claim ref: 562301 - Date of accident: 23/06/2018

Dear Vimmla,

Please see comments from our surveyor Marcus, in Red.

Please arrange for surveyor to do a re-inspection on our insured vehicle to check on the below items and update us.

(1) Item 53(\$836/-) - never change

Ans: Recommended to have local repair @ \$120 SN

(2) Item 44, 45 and 58- doubtful of replacement done

Ans: Item 44: original recommended to repair, no need to change.
Item 45, Beyond repair recommended to replace.
Item 58 Original estimate it is a labor to carry out entire repair, recommended to reduce from \$2800/- to \$1000/-

(3) Item 52- cost of a tyre @ \$700, please justify

Ans: Item 52 tyre cost was quoted too high, actual price is \$250/- surveyor recommend from \$250/- to \$125/- (depreciation of 50%)

Hope the above clarify

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto)

Sent: Friday, 2 November 2018 9:13 AM

To: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>

Cc: Keny Ong <Keny_Ong@sg.msig-asia.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>; SUR <sur@lkkauto.com>

Subject: RE: Dispute over Claim ref: 562301 - Date of accident: 23/06/2018

Dear Vimmala,

We check with our surveyor and get back to you

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>

Sent: Friday, 2 November 2018 8:25 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: Keny Ong <Keny_Ong@sg.msig-asia.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>; SUR <sur@lkkauto.com>

Subject: FW: Dispute over Claim ref: 562301 - Date of accident: 23/06/2018

Importance: High

Hi Denise,

We refer to the above accident and also our email dated 06/07/2018.

Please refer to our insured feedback append below.

Please arrange for surveyor to do a re-inspection on our insured vehicle to check on the below items and update us.

- (1) Item 53- never change
- (2) Item 44, 45 and 58- doubtful of replacement done
- (3) Item 52- cost of a tyre @ \$700, please justify.

For item 52- cost of a tyre @ \$700 – We have also raised our concern on the high cost of the tyre in our email dated 06/07/2018.

But we have not receive update on this query.

Please advise us soon thus we can revert to our insured’s feedback soon.

Thank you.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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From: TEO Martin (SAFRAN ELECTRONICS & DEFENSE SERVICES ASIA) [<mailto:martin.teo@safrangroup.com>]

Sent: Thursday, November 01, 2018 2:08 PM

To: Keny Ong <Keny_Ong@sg.msig-asia.com>

Subject: Dispute over Claim ref: 562301

Dear Keny,

I'm the owner of vehicle no. SKX8620B, AUDI A6 (P/N: A28861354QMY). I would like to enquire on the recent claim for my vehicle on a few of the items & the exorbitant figure quoted by the workshop:-

- (1) Item 53- never change;
- (2) Item 44, 45 and 58- doubtful of replacement done;
- (3) Item 52- cost of a tyre @ \$700, please justify.

I'm indeed perturbed by the extent of the damages caused by the accident dated on 23 Jun 18 to my vehicle & the amount incurred for the repair. Request that you could reevaluate the cost of the repair jobs done by the workshop. Hope to hear from you soonest. Thanks!

As you can see from hereafter picture, the physical damage during the accident is not that serious, hence, left wheel and fender dented with airbag deployed only.



Best Regards

Martin Teo
Operations Manager



SAFRAN Electronics & Defense Services Asia Pte Ltd
26 Changi North Rise
Singapore 498756
email: martin.teo@safrangroup.com
Direct Line: 6389 4912 Fax: 6545 0255

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