

Denise Tay (LKKAuto)

From: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Sent: Wednesday, 12 December 2018 9:10 AM
To: Denise Tay (LKKAuto)
Cc: SUR
Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear Denise,

Please let us have a written confirmation once the surveyor had spoken to our insured.

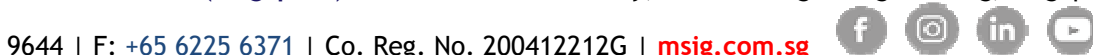
Thank you.

Ashik Madi

Executive, Claims Services (Motor)
D: +65 6594 2548 | F: +65 225 7402 | ashik_madi@sg.msig-asia.com



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



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

From: Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]
Sent: Wednesday, 12 December, 2018 9:08 AM
To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear Ashik,

Received video, our surveyor will review

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: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>
Sent: Wednesday, 12 December 2018 9:00 AM

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

Cc: SUR <sur@lkkauto.com>

Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear Denise,

I will send it to you via EasiShare shortly.

Thank you.

Ashik Madi

Executive, Claims Services (Motor)

D: +65 6594 2548 | F: +65 225 7402 | ashik_madi@sg.msig-asia.com



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

From: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]

Sent: Wednesday, 12 December, 2018 8:57 AM

To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear ashik,

Please forward the video.

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: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>

Sent: Wednesday, 12 December 2018 8:56 AM

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

Cc: SUR <sur@lkkauto.com>

Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear Denise,

With reference to my earlier email.

Please note that we have the third party video.

Kindly let me know if your surveyor needs it.

Thank you.

Ashik Madi

Executive, Claims Services (Motor)

D: +65 6594 2548 | F: +65 225 7402 | ashik_madi@sg.msig-asia.com



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

From: Muhd Ashik B Madi

Sent: Tuesday, 11 December, 2018 4:27 PM

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

Cc: SUR <sur@lkkauto.com>

Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear Denise,

Can you forward this photo to our attending surveyor?

Our insured mentioned that the only damage is on the front number plate.

He would like to know how the front bumper, grille & headlamp assy RH can be affected due to this accident.

Kindly get our surveyor to explain the findings to him directly.

Mr Charles Ho number is 9661 0596 or you can reply him via the email below.

Thank you.

Ashik Madi

Executive, Claims Services (Motor)

D: +65 6594 2548 | F: +65 225 7402 | ashik_madi@sg.msig-asia.com



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From: Charles Ho [<mailto:cahl1569@singnet.com.sg>]

Sent: Tuesday, 11 December, 2018 4:16 PM

To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>

Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

As spoken, here is the photo of the number plate.

From: Charles Ho [<mailto:cahl1569@singnet.com.sg>]

Sent: Tuesday, July 31, 2018 4:59 PM

To: 'Lai Yuk Phin'

Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Hi Amy,

Can you forward this to the insurance company, how can this number plate repair costs S\$ 2,466.50? The driver said only his number plate is cracked. Does the surveyor have any photo to show how much damage is made?

Regards

From: Lai Yuk Phin [<mailto:amylaiyp@phillip.com.sg>]

Sent: Tuesday, July 31, 2018 4:53 PM

To: Charles Ho

Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Importance: High

Hi Charles.

see MSIG's reply on the estimated claim that they are expecting to come in.

Amy Lai Yuk Phin
Phillip Securities Pte Ltd
HP:- (65) 91172019

From: Muhd Ashik B Madi [ashik_madi@sg.msig-asia.com]

Sent: Tuesday, 31 July, 2018 4:04:00 PM

To: Lai Yuk Phin

Cc: Nicol Koh; Audrey Tan Yee Chuen; Amelia Lim

Subject: RE: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G (Our ref: 564810)

Dear Amy,

We have yet to receive the third party claim quantification.

Based on our surveyor's findings, the cost of repairs is estimated to be about \$2466.50

We are of the view that our insured will be largely at fault as he was reversing his vehicle based on the third party's video evidence.

Hope the above clarifies.

Thank you.

Ashik Madi

Executive, Claims Services (Motor)

D: +65 6594 2548 | F: +65 6225 7402 | ashik_madi@sg.msig-asia.com



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

From: Amelia Lim

Sent: Tuesday, 31 July, 2018 3:53 PM

To: Muhd Ashik B Madi <ashik_madi@sg.msig-asia.com>; amylaiyp@phillip.com.sg

Cc: Nicol Koh <Nicol_Koh@sg.msig-asia.com>; Audrey Tan Yee Chuen <audrey_tan@sg.msig-asia.com>

Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G

Importance: High

Dear Amy,

I will get our claims officer to assist you.

Dear Ashik,

Pls assist.

Thank you.

Best Regards,

Amelia Lim

Admin Officer, Brokers

Direct Line: +65 6827 2421 | Direct Fax: +65 6827 7802 | amelia_lim@sg.msig-asia.com



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From: Audrey Tan Yee Chuen
Sent: Tuesday, 31 July, 2018 11:37 AM
To: Amelia Lim <amelia_lim@sg.msig-asia.com>
Cc: Nicol Koh <Nicol_Koh@sg.msig-asia.com>; amylaiyp@phillip.com.sg
Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G
Importance: High

Hi Amelia,
Please assist.
Thanks!

Audrey Tan
Executive, Brokers
Direct line +65 6827 2519 | Direct fax +65 6827 7802 | audrey_tan@sg.msig-asia.com



MSIG Insurance (Singapore) Pte. Ltd. 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | Tel +65 6827 7888 | Fax +65 6827 7800 | Co. Reg. No. 200412212G | www.msig.com.sg | Follow us on    

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

From: Lai Yuk Phin [<mailto:amylaiyp@phillip.com.sg>]
Sent: Tuesday, 31 July, 2018 11:18 AM
To: Audrey Tan Yee Chuen <audrey_tan@sg.msig-asia.com>
Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G
Importance: High

Hi Audrey.

Understand Nicol is on leave till 3 august.

Appreciate it if you could help to check for the claim amount and details of the repair claim made.

Thanks

Amy Lai Yuk Phin
Phillip Securities Pte Ltd
HP:- (65) 91172019

From: Lai Yuk Phin
Sent: Tuesday, 31 July, 2018 11:11:49 AM
To: Nicol_Koh@sg.msig-asia.com
Subject: FW: enquiries on claim made on car ins policy no B 27684567 QMY veh no SKK8839G

Hi Nicol

Reference to your request for copy of letter

A copy of the MSIG letter to client is attached for your reference.

Client has made report to IDAC.

Please let client know what was the repairs and claim amount made by the other party.

Thank you.

Amy Lai Yuk Phin
Phillip Securities Pte Ltd
HP:- (65) 91172019
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