

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 5 December 2018 5:20 PM  
**To:** 'Monica Chung'  
**Cc:** SUR  
**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D  
Reinspection DOA - 27/07/18

Dear Monica,

Re-inspection photos uploaded.

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:** Monica Chung <Monica\_Chung@sg.msig-asia.com>  
**Sent:** Wednesday, 5 December 2018 5:14 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Veron,

Please upload the re-inspection photos too.

Thanks.

Regards,

**Monica Chung**

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Wednesday, December 05, 2018 4:12 PM  
**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>; Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>; Accounts (LKKAUTO) <[account@lkkauto.com](mailto:account@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Monica,

Thank you for the email.

**Dear Account Dept,**

**Kindly assist.**

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:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>

**Sent:** Wednesday, 5 December 2018 4:10 PM

**To:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>

**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Naz,

Please confirm if we have to pay for both re-inspection and investigation fees.

Thanks.

Regards,

**Monica Chung**

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Naz (LKKAuto) [<mailto:Naz@lkkauto.com>]

**Sent:** Monday, October 29, 2018 12:58 PM

**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>

**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** Re: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Ms Monica,

I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Sent:** Wednesday, 10 October 2018 10:04:00 AM  
**To:** Naz (LKKAuto)  
**Cc:** assignments; Bryan Ang (LKKAuto)  
**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Naz,

Thanks for the update.

Regards,

**Monica Chung**  
Executive, Claims Services (Motor)  
D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Naz (LKKAuto) [<mailto:Naz@lkkauto.com>]  
**Sent:** Wednesday, October 10, 2018 10:03 AM  
**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** Re: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Ms Monica,

I have interviewed the Insured, Mr Loh and performed the vehicle inspection and relevant height measurements. I am in the midst of completing my report. I will email it to you once it's done and my senior has reviewed it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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**From:** Admin-D (LKKAuto)

**Sent:** Friday, 14 September 2018 9:42 AM

**To:** 'Monica Chung'; Investigation

**Cc:** assignments; Bryan Ang (LKKAuto)

**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Monica,

Thank you for your email.

Dear Investigator,

Kindly assist.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Monica Chung [[mailto:Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)]

**Sent:** Friday, 14 September, 2018 9:40 AM

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

**Cc:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Catherine,

Insured, Mr Peter Loh - 9637 9923 has shared 5 scene photos with us and we have uploaded to Merimen.

Based on the photos, there seem to be no damage at all. Please conduct height measurement on both vehicles.

Please contact Mr Loh to arrange a time.

Thanks.

Regards,

**Monica Chung**

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Wednesday, September 12, 2018 1:36 PM  
**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Cc:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Subject:** RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18

Dear Monica,

Thank you for the assignment.

Appointment confirmed.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Monica Chung [[mailto:Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)]  
**Sent:** Wednesday, 12 September, 2018 1:26 PM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** FW: Your Ref: PD/DL/1801415(ml) Our Ref: 565906 TP SCE3638D Reinspection DOA - 27/07/18  
**Importance:** High

Dear both,

We have sent back case for re-inspection.

Please confirm assignment. Thanks.

Regards,

**Monica Chung**

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Margaret Lim [<mailto:MargaretLim@satwantlaw.com.sg>]  
**Sent:** Wednesday, September 12, 2018 12:33 PM  
**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Cc:** Sales MIA <[sales@mia.com.sg](mailto:sales@mia.com.sg)>; [sophia@satwantlaw.com](mailto:sophia@satwantlaw.com)  
**Subject:** Re: Your Ref: PD/DL/1801415(ml) Our Ref: 565906  
**Importance:** High

WITHOUT PREJUDICE

Hi Monica,

Our client proposed the following for the re-inspection:-

Date: 26 September 2018 (Wednesday)

Time: 11am

Venue: 13 Kaki Bukit Road 4 #01-20 Bartley Biz Centre (S) 417807

Kindly let us have your confirmation asap. Thank you.

**Thank you & Best Regards**  
**Margaret Lim (Branch Office)**  
**Secretary**

*For and on behalf of*

**SATWANT & ASSOCIATES**

*Advocates & Solicitors | Notary Public | Commissioner for Oaths*

**Main Office:** No. 3 Jalan Bingka, Singapore 588896 | tel: 6299 9470 | fax: 6299 5541

**Branch Office:** 450 Lorong 6 Toa Payoh #02-03 Harsing Centre Singapore 319394 | tel: 6221 6114 | fax: 6266 6925

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**From:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Sent:** Tuesday, September 11, 2018 9:05 AM

To: Margaret Lim

Subject: RE: Your Ref: PD/DL/1801415(ml) Our Ref: 565906

WITHOUT PREJUDICE

Dear Margaret,

Thank you for the copy.

We would like to conduct a physical re-inspection on your client's vehicle.

Please inform us at least 10 working days in advance for us to make the arrangements.

Regards,

**Monica Chung**

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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**From:** Margaret Lim [<mailto:MargaretLim@satwantlaw.com.sg>]

**Sent:** Monday, September 10, 2018 11:45 AM

**To:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>

**Subject:** Re: Your Ref: PD/DL/1801415(ml) Our Ref: 565906

WITHOUT PREJUDICE

Hi Monica,

Kindly see attached LOD with the coloured photos.

**Thank you & Best Regards**

**Margaret Lim (Branch Office)**

**Secretary**

*For and on behalf of*

**SATWANT & ASSOCIATES**

Advocates & Solicitors | Notary Public | Commissioner for Oaths

**Main Office:** No. 3 Jalan Bingka, Singapore 588896 | tel: 6299 9470 | fax: 6299 5541

**Branch Office:** 450 Lorong 6 Toa Payoh #02-03 Hersing Centre Singapore 319394 | tel: 6221 6114 | fax: 6266 6925

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**From:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>

**Sent:** Monday, September 10, 2018 11:43:12 AM

**To:** Margaret Lim

**Subject:** Your Ref: PD/DL/1801415(ml) Our Ref: 565906

WITHOUT PREJUDICE

Dear Margaret,

We acknowledge receipt of your letter dated 5 Sep 2018.

Please forward a copy of the coloured survey photos for our reference.

Please note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose. If you do not agree to the above, please let us know immediately.

Thank you.

Regards,

**Monica Chung**

Executive, Claims Services (Motor)

D: +65 6594 2552 | F: +65 6225 7402 | [monica\\_chung@sg.msig-asia.com](mailto:monica_chung@sg.msig-asia.com)



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Conveyancing: Blk 186 Toa Payoh Central #02-420, Singapore 310186 | tel: 6635 7493 | fax: 6635 7494

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