

Veron Chen (LKKAUTO)

From: clara.li@fwd.com
Sent: Friday, 7 December 2018 6:13 PM
To: assignments; SUR; Admin A; Admin-D (LKKAUTO)
Cc: motorclaims.sg@fwd.com
Subject: FW: FWD Car Insurance | PNPV2017-00004297-01 | TP Claim 1201800012543

Hi Catherine,

Please refer to the email below from our insured and please inform the surveyor Adrian Ling to confirm the damages sustained to the third party vehicle is consistent to the accident reported.

Thank you.

Regards,
Clara

From: Clara Li Zirong - SGUser
Sent: Friday, 7 December, 2018 6:11 PM
To: 'Deven Chhaya'
Cc: Motor Claims SG - SG Common; CRM and all customer engagements - SG Common
Subject: RE: FWD Car Insurance | PNPV2017-00004297-01 | TP Claim 1201800012543

Dear Mr Deven,

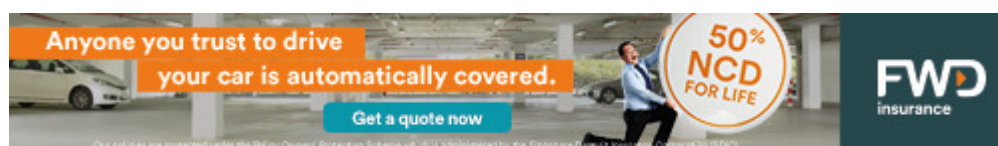
We noted with thanks and will inform our appointed surveyor accordingly.

Kind Regards

Clara Li
Senior Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722
E clara.li@fwd.com
W fwd.com.sg



From: Deven Chhaya [<mailto:devenchhaya@gmail.com>]

Sent: Friday, 7 December, 2018 2:05 PM

To: Clara Li Zirong - SGUser

Cc: Motor Claims SG - SG Common; CRM and all customer engagements - SG Common

Subject: Re: FWD Car Insurance | PNPV2017-00004297-01 | TP Claim 1201800012543

Hi Clara,

Just for your surveyor to know, I was just starting to roll so my speed couldn't have been more than 10 kmph and I scratched on the left of the rear bumper. In the photos submitted by the other party they have identified a mark on the right of the bumper which couldn't have come from me.

Hope we are able to use this to bring the claim lower.

Regards,
Deven

On 7 Dec 2018, at 1:55 PM, <clara.li@fwd.com> <clara.li@fwd.com> wrote:

Dear Mr Deven Bharat Chhaya,

We have received your email below with attachments.

There is no action required from you at this moment. We had appointed our surveyor to conduct physical inspection on the third party vehicle upon receipt of the third party claim and our surveyor has conducted the inspection and will make sure the damages sustained to the third party vehicle is consistent to the accident reported and the cost of repair is fair and reasonable.

As liability is not in our favour, we will try our utmost to settle the third party claim with the third party lawyer amicable.

Please do not hesitate to contact us should you have any query or need any assistance.

Thank you.

Kind Regards

Clara Li

Senior Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

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<image002.png>

<image006.png>

From: Deven Chhaya [<mailto:devenchhaya@gmail.com>]

Sent: Tuesday, 4 December, 2018 6:57 PM

To: SG Corporate Contact

Subject: Re: CLAIM Process

Ref: Deven Bharat Chhaya
Policy No: PNPV2017-00004297-01

Hi,

I spoke to your agent Carl and he asked me to simply forward the scan of the letter received from the law firm.

Pls find attached.

Let me know if there is any further process from my end.

Regards,
Deven

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