

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 18 February 2019 10:43 AM
To: Irene Tan; Veron Chen (LKKAUTO); Denise Tay (LKKAUTO); Olivia Lau (LKKAUTO); KKLau
Cc: SUR
Subject: RE: Paper survey report on FBE6481E; Our claim no.: 562255/IT
Attachments: FBE6481E TRANSFER FEE.pdf

Dear Irene,

Sorry for the late reply.

The bike left 2yrs at the time of loss. Manufacture 2008 however date of original registration was July 2010.

Market Value as at the of loss is approximately \$7,000.00 to \$7,200.00. LTA Rebate is approximately \$300.00. Attached herewith transfer fee of bike. LTA Rebate for motorcycle is based on remaining COE life span only as motorcycle do not have any PARF.

Please do not hesitate to contact us should you have any queries.

Best Regards,

Shiau Chan (Ms) | Case Handler on behalf of **Denise**

LKK Auto Consultants Pte Ltd

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

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

From: Irene Tan <irene_tan@sg.msig-asia.com>
Sent: Monday, 18 February 2019 9:45 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: FW: Paper survey report on FBE6481E; Our claim no.: 562255/IT
Importance: High

VERY URGENT 1ST REMINDER

Good morning Veron and Denise,

Till now, we still have not received a copy of the PARF & COE rebates on the subject motorcycle no.: FBE6481E prevailing at the time of the accident (22.6.18) ever since our request by email to your company on 1.2.19 as below.

Please scan and email the PARF & COE rebates to us immediately.

***Aside to Olivia, can you instruct your colleagues to expedite on scanning and emailing the PARF & COE rebates to me immediately.

Irene Tan

Senior Executive, Motor Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | irene_tan@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: Irene Tan

Sent: Friday, 1 February, 2019 11:28 AM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>

Subject: RE: Paper survey report on FBE6481E; Our claim no.: 562255/IT

Importance: High

FOR YOUR IMMEDIATE ACTION, PLEASE

Dear Denise,

We refer to Veron's email to you below.

On an urgent basis, can you scan and email a copy of the PARF & COE rebates prevailing at the time of the accident (22.6.18) to us first?

Irene Tan

Senior Executive, Motor Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | irene_tan@sg.msig-asia.com



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

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Friday, 1 February, 2019 9:14 AM

To: Irene Tan <irene_tan@sg.msig-asia.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>

Subject: RE: Paper survey report on FBE6481E; Our claim no.: 562255/IT

Dear Irene,

Thank you for the email.

Dear Denise,

Kindly assist-CS3/MSG18011744/Gtd3e2-1

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)

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

Sent: Friday, 1 February 2019 9:03 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: RE: Paper survey report on FBE6481E; Our claim no.: 562255/IT

Importance: High

FOR YOUR IMMEDIATE ACTION, PLEASE

Good morning Veron,

Thanks for promptly uploading your surveyor's paper survey report in the Merimen.

But the manufacturing year of the subject motorcycle is 2008. It is already 10 years old at the time of the accident.

In the foregoing, please let us have the following:

- a) A copy of the balance PARF & COE rebate; and
- b) The pre-accident market value prevailing at the time of the accident on 22.6.2018.

Please revert with the above **asap or within the next 7 days by Friday, 8.2.19.**

Irene Tan

Senior Executive, Motor Claims Services

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

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, 24 January, 2019 5:33 PM

To: Irene Tan <irene_tan@sg.msig-asia.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>

Subject: RE: Please prepare paper survey report on FBE6481E; Our claim no.: 562255/IT

Dear Irene ,

Thank you for the email.

Dear Assignment Team,

FYNA

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)

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

Sent: Thursday, 24 January 2019 5:09 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>

Subject: Please prepare paper survey report on FBE6481E; Our claim no.: 562255/IT

Importance: High

FOR YOUR IMMEDIATE ACTION, PLEASE

Good afternoon Veron,

We refer to your PRI report dated 4.7.18.

Please prepare and upload paper survey report **asap or within the next 7 days by Thursday, 31.1.19.**

Irene Tan

Senior Executive, Motor Claims Services

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