

**Veron Chen (LKKAUTO)**

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**From:** Admin-D (LKKAUTO)  
**Sent:** Friday, 18 October 2019 2:47 PM  
**To:** 'Chhia Nyuk Pui'; SUR; assignments  
**Cc:** Veron Chen (LKKAUTO)  
**Subject:** RE: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019. Our ref: 602847

Dear Nyuk Pui,

Please be informed that the post repair survey was done on 27/08/2019.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | 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:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Thursday, 17 October 2019 9:30 AM  
**To:** Chhia Nyuk Pui <NyukPui\_Chhia@sg.msig-asia.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019. Our ref: 602847

Dear Nyuk Pui,

Thank you for the email.

**Dear Nivitha,**

**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:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>  
**Sent:** Thursday, 17 October 2019 9:25 AM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019. Our ref: 602847

Dear Veron

Would you be able to confirm the date workshop informed your office to do post repair survey on their client vehicle? We are verifying the date of completion of repair work.

Thank you.

**Chhia Nyuk Pui**  
Senior Executive, Claims Services  
Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)

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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Tuesday, 15 October, 2019 4:00 PM  
**To:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>  
**Subject:** Re: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019. Our ref: 602847

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

Dear Nyuk Pui

There were 2 days weekends (Sat & Sun) during the course of repair.

As such, since your surveyor has recommended 7 workdays, please add 2 days weekends for LOU and let us have your settlement in full as per our LOD.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>  
**Sent:** Tuesday, 15 October 2019 11:54 AM  
**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>  
**Subject:** RE: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019. Our ref: 602847

Dear Sir/Madam

- Without Prejudice -

We refer to your letter dated 05.10.19

We are prepared to offer:

\$15,200.60 Repair cost

\$700.00 loss of use (7 days recommended by surveyor, surveyed on 14.08.19)

\$2 LTA

**Total \$ 15,902.60**

Please advise acceptance for amicable & quick settlement sake.

Regards,

**Chhia Nyuk Pui**

Senior Executive, Claims Services

Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)



**MSIG Insurance (Singapore) Pte. Ltd.** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | [www.msig.com.sg](http://www.msig.com.sg) | Follow us on [@MSIG\\_SG](https://twitter.com/MSIG_SG)

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**From:** Chhia Nyuk Pui

**Sent:** Tuesday, 20 August, 2019 11:00 AM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Subject:** FW: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019. Our ref: 602847

Dear Sir/Madam

- Without Prejudice -

We refer to the above reference

Liability is clear, pending insured concurrence on damages and quantum. We can proceed to do direct settlement

Please note that Loss of Use/Loss of Rental is strictly to our surveyor's recommendation on the duration of repairs, Saturdays included.

Thank you

**Chhia Nyuk Pui**

Senior Executive, Claims Services

Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)



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**From:** Winnie Chua  
**Sent:** Monday, 19 August, 2019 4:51 PM  
**To:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>  
**Cc:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>  
**Subject:** FW: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019

Dear Chhia,

Please assist on liability. tks

Best Regards

**Winnie Chua**  
Senior Admin Officer, Claims Services (In-House Survey)  
Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@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](http://msig.com.sg)



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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Monday, 19 August 2019 2:58 PM  
**To:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Subject:** Re: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

URGENT REMINDER

Dear Sirs,

Kindly reply on liability.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Sent:** Wednesday, 14 August 2019 4:11:06 PM  
**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>  
**Cc:** Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** RE: CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019

Dear Caroline,

Noted. Assigned LKK Auto Consultants to survey.

Thank you & Best regards,  
**Crystal Lee**  
Admin Officer, Claims Services (In-House Survey)  
D: +65 6594 2535 | F: +65 6643 1349 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)



**MSIG**

**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](http://msig.com.sg)



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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Wednesday, 14 August, 2019 3:43 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>  
**Subject:** CAR IN WORKSHOP. PLEASE ARRANGE SURVEY ASAP. REQUEST FOR DIRECT SETTLEMENT - SLA2729X & GBH5280J ON 12/08/2019

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**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

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Dear Sirs,

We refer to the above matter.

We have instructions from our client to seek repair cost and loss of use/car rental from you through Direct Settlement.

Attached is the estimates and supporting documents for your consideration.

Please let us have your confirmation that you agree that liability is clear and we may proceed with Direct Settlement.

If Direct Settlement is approved, kindly let us have your offer for LOU / rental.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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