

Veron Chen (LKKAUTO)

From: Pang, Yvonne <Yvonne.Pang@marsh.com>
Sent: Tuesday, 10 December 2019 3:36 PM
To: Ong Shu Xiang
Subject: FW: Parkway MEH - Dr Ho's car (left tyre) damaged by dislodged drain cover at L2 carpark on 6/12/2019

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

From: Pang, Yvonne
Sent: Monday, December 9, 2019 10:36 AM
To: 'Ong Shu Xiang' <shuxiang_ong@sg.msig-asia.com>
Subject: Parkway MEH - Dr Ho's car (left tyre) damaged by dislodged drain cover at L2 carpark on 6/12/2019

Insured: Parkway MEH
Policy: MSD/MPL/19-001304

Good morning Shu Xiang,

Please be informed of the above incident.

A brief summary as follows:

Quote

A drain cover gave way yesterday (6 Dec) at Level 2 Doctor's Carpark, causing the left tyre of a car to sink in, resulting in damages.

Please find details of the eHor below.

The vehicle owner (Dr Ho) also asked if replacement vehicle is covered as Cycle & Carriage will need to keep his car for about a week for repair work (ordering of parts and respray works).

He intends to send his vehicle in next Wednesday (11 Dec) for repair works quotation and he will update again.

Reported Date: 06/12/2019

Reported Time: 16:19

Reported By: Ebel Goh Shiwan, Shiwan, Assistant Manager

Incident Date: 06/12/2019

Incident Time: 10:15

Incident Occurred at Hospital/Facility: MEH

Incident Department: Car Park MEH

Incident Category: All Incident Type\Operations

Incident Type: All Incident Type\Operations\Third party property damage

Incident Sub Type: All Incident Type\Operations\Third party property damage\Third party property damage : Not Applicable

Incident Summary:

Location: L2 Doctor's Carpark

Vehicle Number: PC9938E / Black Merc

1. Dr Ho handed his vehicle over to Valet Tan Kim Meng (Tan) at about 1015hrs.
2. Tan parallel parked Dr Ho's vehicle in between 2 pillars (opposite lots 31 and 32).
3. Immediately after he parked and just before engine was switched off, the left side of the vehicle sank in.
4. Tan immediately came down from the vehicle and investigated. He realized that the drain covers had given way and the front left wheel of the vehicle had collapsed into the drain.
5. He immediately informed CRE Lee Chee Keong (Nelson). Nelson then informed Mervyn of FMD.
6. Dr Ho was informed via his staff who happened to be at the scene.
7. FMD do not have a jack to lift the tyre from the drain. As there were no other possible solutions, a decision was made to call for a tow truck.
8. Nelson engaged Island Recovery Services (IRS) for the job as Mervyn mentioned that MEH has no assigned vendor and there was no need to use an authorized agent by our insurers. Arrangements were then made with Desmond (from IRS).
9. Tow truck arrived at 1253hrs and vehicle was lifted from the drain at 1413hrs. Total cost incurred was \$120.00.
10. Nelson went to Dr Ho's clinic and spoke to both Cynthia (clinic staff) and Dr Ho. Apologies extended to both for the incident.
11. Nelson advised Dr Ho that he may send his vehicle to his preferred workshop and provide us with a quotation before commencing repair works.
12. Dr Ho mentioned that vehicle will be sent to Cycle and Carriage. He was upset and said that this is not the first time such incident occurred.
13. Nelson provided his email address to Cynthia for quotation to be emailed to.

Unquote

In addition to the cost of damage to Third Party's property, Third Party is also seeking compensation for **loss of use** in the period while his vehicle is undergoing repair.

Please let us know the information/documents required for your review.

Thank you.

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