

ASS. REC. BY:

REF: CS/MSG20006011/f3

Special Instruction:

Surveyor:

ASSIGNMENT (Office)From (Person): Christina Wong of MSIG Date/Time: 28 May 2020 15:28

Estimated Cost: \_\_\_\_\_ Bill to: \_\_\_\_\_

OD ☒ TP WS/TP RES / OD RES / EVA / INV / MV / CSTo Inspect Vehicle No: SJV 1238RInsured: SGT 4677Hat Workshop m/s Mova Automotive Pte LtdTel: 6262 3377of 15 Fan Yoong RoadPolicy No: 30001193646Claim No: 244305

Sum Insured: \_\_\_\_\_

Excess: \_\_\_\_\_

Make of Veh:

(Client's Record)

D.O.A. 24/05/2020

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement: \_\_\_\_\_

Date/Time: 28-5-20 4.30P.MPerson Contacted: NABILAHVehicle IN ☒ OUT

Date/Time	Action/Instruction ( <input checked="" type="checkbox"/> ) Estimate
	SJV 1238R - CS/TP10014537/Rcn DOA : 26/05/2010
	SGT 4677H - X
<u>12/8/20</u>	<u>Talk to Nabilah, Owner withdraw claim (MSIG Reject the claim)</u>
	<u>Celine 13/8/2020</u>

## View Sent Message

This mail is associated with :

**\*SJV1238R (244305)**  
**[SGT4677H]**

TP  
TAN YOONG JOO  
May 24 2020 6:00AM  
[Ride Now Private Limited]  
Mova Automotive Pte Ltd

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**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 12/08/2020 11:56 AM.  
**To** Christina\_Wong@sg.msg-asia.com  
**CC** assignments@lkkauto.com  
**Subject** Owner withdraw claim SJV1238R

Dear Christina,

Please be informed that according to the repairer, owner already withdraw the claim.

We will close this file at our end without billing.

No survey was done for this vehicle.

Best Regards,

**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

### DOCUMENTS SUMMARY

There are no documents.

## Summer Lee (LKK Auto)

---

**From:** Summer Lee (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Wednesday, 12 August, 2020 11:59 AM  
**To:** 'Christina Wong'; 'Nabilah'; 'assignments'; 'SUR'  
**Cc:** 'Nitha'  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Dear Christina,

Please be informed that according to the repairer, owner already withdraw the claim.

We will close this file at our end without billing.

No survey was done for this vehicle.

Best Regards,

**Summer Lee** | 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:** Christina Wong [[mailto:Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)]  
**Sent:** Friday, 19 June 2020 12:25 PM  
**To:** Nabilah  
**Subject:** FW: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Without Prejudice

Dear Nabilah

We have repudiated liability to our Insured's driver for breach of policy condition.

As such we are unable to assist further.

*In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice. We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs. Please bear with us should there be some service delay during this period.*





Best Regards

**Christina Wong**

Senior Executive, Claims Services (Motor)

Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msig-asia.com](mailto:christina_wong@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 | <http://www.msig.com.sg/> | Follow us on    

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**From:** Christina Wong  
**Sent:** Tuesday, 9 June 2020 2:52 PM  
**To:** Nabilah <[nabilah@nova.com.sg](mailto:nabilah@nova.com.sg)>  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Without Prejudice

Dear Nabilah





Our Insured is still trying to get hold of the Hirer to report the accident

*In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice. We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs. Please bear with us should there be some service delay during this period.*

Best Regards

Christina Wong  
Senior Executive, Claims Services (Motor)  
Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msig-asia.com](mailto:christina_wong@sg.msig-asia.com)



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**From:** Nabilah <[nabilah@nova.com.sg](mailto:nabilah@nova.com.sg)>  
**Sent:** Tuesday, 9 June 2020 1:59 PM  
**To:** Christina Wong <[Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)>  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

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

**Your Ref : SGT4677H**

Dear Christina,

Kindly assist to advise if your insured has filed his accident report.

Thank you.

**Best Regards,**  
**Nabilah Senin**  
**MOVA Automotive Pte Ltd**  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Nabilah [<mailto:nabilah@nova.com.sg>]  
**Sent:** Monday, 8 June 2020 3:51 PM  
**To:** 'Christina Wong'  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

**Your Ref : SGT4677H**

Dear Christina,


Kindly assist to advise if your insured has filed his accident report.

Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

**Best Regards,**  
**Nabilah Senin**  
**MOVA Automotive Pte Ltd**  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Christina Wong [[mailto:Christina\\_Wong@sg.msiga-asia.com](mailto:Christina_Wong@sg.msiga-asia.com)]  
**Sent:** Friday, 5 June 2020 3:12 PM

**To:** Nabilah

**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Without Prejudice

Dear Nabilah

No our insured Hirer has not report the accident. We have sent another reminder yesterday.

*☞ In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice. We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs. Please bear with us should there be some service delay during this period.*

Best Regards

**Christina Wong**

Senior Executive, Claims Services (Motor)

Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msig-asia.com](mailto:christina_wong@sg.msig-asia.com)



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**From:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>

**Sent:** Friday, 5 June 2020 2:07 PM

**To:** Christina Wong <[Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)>

**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

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

**Your Ref : SGT4677H**

Dear Christina,

Kindly assist to advise if your insured has filed his accident report.



Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

Best Regards,

Nabilah Senin  
MOVA Automotive Pte Ltd  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Nabilah [<mailto:nabilah@nova.com.sg>]  
**Sent:** Tuesday, 2 June 2020 2:30 PM  
**To:** 'Christina Wong'  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Dear Christina,



Noted on your email.

Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

Best Regards,  
Nabilah Senin  
MOVA Automotive Pte Ltd  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Christina Wong [[mailto:Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)]  
**Sent:** Tuesday, 2 June 2020 2:29 PM  
**To:** Nabilah  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Without Prejudice

Dear Nabilah

No report yet.

☞ In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice. We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs. Please bear with us should there be some service delay during this period.

Best Regards





Christina Wong

Senior Executive, Claims Services (Motor)

Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msiga-asia.com](mailto:christina_wong@sg.msiga-asia.com)



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**From:** Nabilah <[nabilah@moval.com.sg](mailto:nabilah@moval.com.sg)>

**Sent:** Tuesday, 2 June 2020 1:18 PM

**To:** Christina Wong <[Christina\\_Wong@sg.msiga-asia.com](mailto:Christina_Wong@sg.msiga-asia.com)>

**Cc:** Motor Survey <[motorsurvey@sg.msiga-asia.com](mailto:motorsurvey@sg.msiga-asia.com)>; 'Billy' <[billy@moval.com.sg](mailto:billy@moval.com.sg)>; 'Nitha' <[nitha@moval.com.sg](mailto:nitha@moval.com.sg)>

**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

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

**Your Ref : SGT4677H**

Dear Christina,

Kindly assist to advise if your insured has filed his accident report.

Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

**Best Regards,**

**Nabilah Senin**

**MOVA Automotive Pte Ltd**

15 Fan Yoong Road

Singapore 629792

Tel: +65 6262 3377

Fax: +65 6264 3151



**From:** Christina Wong [[mailto:Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)]  
**Sent:** Thursday, 28 May 2020 4:39 PM  
**To:** [nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)  
**Cc:** Motor Survey  
**Subject:** FW: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Hi Nabilah

For survey of your client's vehicle please email to motorsurvey.

Thank you





*In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice. We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs. Please bear with us should there be some service delay during this period.*

Best Regards

Christina Wong  
Senior Executive, Claims Services (Motor)  
Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msig-asia.com](mailto:christina_wong@sg.msig-asia.com)



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**From:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>  
**Sent:** Thursday, 28 May 2020 3:50 PM  
**To:** Christina Wong <[Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)>  
**Cc:** 'Billy' <[billy@mova.com.sg](mailto:billy@mova.com.sg)>; 'Nitha' <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

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

Your Ref : SGT4677H

Dear Christina,


Enclosed are the accident scene photos, video footage, repair estimate & GIA report for your kind perusal. Kindly let us know once your insured has filed his report.

Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

**Best Regards,**  
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MOVA Automotive Pte Ltd  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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**From:** Christina Wong [[mailto:Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)]  
**Sent:** Wednesday, 27 May 2020 5:31 PM  
**To:** [nabilah@nova.com.sg](mailto:nabilah@nova.com.sg)  
**Subject:** RE: TP Claim - SJV1238R - DOA : 24/05/2020 SGT4677H (MSIG)

Without Prejudice

Dear Nabilah

OI has not reported the accident.

Please let us have your video footage.

Thanks

---

**From:** Nabilah <[nabilah@nova.com.sg](mailto:nabilah@nova.com.sg)>  
**Sent:** Tuesday, 26 May 2020 5:43 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>  
**Cc:** 'Billy' <[billy@nova.com.sg](mailto:billy@nova.com.sg)>; 'Nitha' <[nitha@nova.com.sg](mailto:nitha@nova.com.sg)>  
**Subject:** TP Claim - SJV1238R - DOA : 24/05/2020

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

Your Ref : SGT4677H

Dear Sir/Mdm,

Kindly assist to assign survey for SJV1238R.  
Vehicle is not in at the moment.



Kindly assist to advise on the liability of accident.

Thank you.

*Dear Valued Clients/Partners, I have limited access to my email during Covid-19 period. Will reply as soon as possible. For urgent matters, you may contact our Claims Hotline at 6272 3892. Thank you for your neverending trust, understanding & support. Stay safe everyone!*

**Best Regards,**  
**Nabilah Senin**  
**MOVA Automotive Pte Ltd**  
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Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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