	22/03/2002 -								
	ASS. REC. BY		REF: CS	CS/MSG20006011/f3			Special Instruction:		
	Surveyor:		A	SSIGNM	IENT (Office)			7	
	From (Person): Christina Wong			of MSIG			Date/Time: 28 May 2020 15:28		
	Estimated Cos	t:			Bill to:	-	_	10.20 TO.20	
	OD TP W	TP RES / OD R	ES/EVA/I	NV / MV /	CS .				
	To Inspect Ve	hicle No: SJV	1238R			Insured	SGT	1677H	
		n/s _ Mova Aut	Dta 144			Tel: 6262 3377			
	of 15 Fan Yoong Road					[c]	0202 33	3//	
	Policy No: 30001193646								
					Claim No: _	244305			
	Sum Insured:		Excess:						
	Make of Veh: (Client's Record					D.O.A. 24/05/2020			
	CA / REV /	REP. / REV 24	HRS						
				rson Contacted: NABILAH			H.O.D. Endorsement:		
			Person	Contacted:	NABILAH		ehicle IN C	TUC	
	Date/Time	Action/Instruction	(1)	Estimat	D				
		SJV 1238R - CS/TP10014537/Rcn DOA : 26/05/2010							
	12100								
	12/8/10	Talk to No	iblah, a	uher U	Aldraw C	laim	( M<16	Reject the claim)	
							(1/329)	Total Control	
	_							Clay 13 8 20%	
4									
	1							A	

# 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

Resend View Recipients Print Message Delete Message Forward

From

LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 12/08/2020 11:56 AM.

Christina\_Wong@sg.msig-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: <u>assignments@lkkauto.com</u> | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Christina Wong [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 | <a href="mailto:christina\_wong@sg.msig-asia.com">christina\_wong@sg.msig-asia.com</a>



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

A member of MS&AD INSURANCE GROUP

From: Christina Wong

Sent: Tuesday, 9 June 2020 2:52 PM To: Nabilah <nabilah@mova.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 | <a href="mailto:christina\_wong@sg.msig-asia.com">christina\_wong@sg.msig-asia.com</a>



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

A member of MS&AD INSURANCE GROUP

From: Nabilah <<u>nabilah@mova.com.sg</u>> Sent: Tuesday, 9 June 2020 1:59 PM

To: Christina Wong < <a href="mailto:Christina">Christina Wong@sg.msig-asia.com</a>>

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,

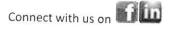
Kindly assist to advise if your insured has filed his accident report.

Thank you.

Best Regards, Nabilah Senin **MOVA Automotive Pte Ltd** 15 Fan Yoong Road Singapore 629792

Tel: +65 6262 3377 Fax: +65 6264 3151





From: Nabilah [mailto:nabilah@mova.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



Connect with us on



From: Christina Wong [mailto:Christina Wong@sg.msig-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 | <a href="mailto:christina\_wong@sg.msig-asia.com">christina\_wong@sg.msig-asia.com</a>



# MSIG

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

A member of MS&AD INSURANCE GROUP

From: Nabilah <<u>nabilah@mova.com.sg</u>> Sent: Friday, 5 June 2020 2:07 PM

To: Christina Wong < <a href="mailto:Christina">Christina Wong@sg.msig-asia.com</a>>

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: Nabilah [mailto:nabilah@mova.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.

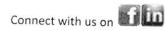
Thank you.

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





From: Christina Wong [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.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 fill on in

A member of MS&AD INSURANCE GROUP

From: Nabilah < nabilah@mova.com.sg> Sent: Tuesday, 2 June 2020 1:18 PM

To: Christina Wong < Christina Wong@sg.msig-asia.com >

Cc: Motor Survey < motorsurvey@sg.msig-asia.com >; 'Billy' < billy@mova.com.sg >; 'Nitha' < 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,

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.msiq-asia.com]

Sent: Thursday, 28 May 2020 4:39 PM

To: nabilah@mova.com.sq

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 | <a href="mailto:christina\_wong@sg.msig-asia.com">christina\_wong@sg.msig-asia.com</a>



## MSIG

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

A member of MS&AD INSURANCE GROUP

From: Nabilah < nabilah@mova.com.sg > Sent: Thursday, 28 May 2020 3:50 PM

To: Christina Wong < Christina Wong@sg.msig-asia.com > Cc: 'Billy' < billy@mova.com.sg >; 'Nitha' < 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.

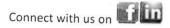
Thank you.

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, 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]

**Sent:** Wednesday, 27 May 2020 5:31 PM

To: nabilah@mova.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@mova.com.sg> Sent: Tuesday, 26 May 2020 5:43 PM

To: Motor Survey < motorsurvey@sg.msig-asia.com >; Claims SG < claims@sg.msig-asia.com >

Cc: 'Billy' < billy@mova.com.sg>; 'Nitha' < nitha@mova.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.

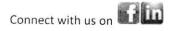
Thank you.

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 15 Fan Yoong Road Singapore 629792

Tel: +65 6262 3377 Fax: +65 6264 3151





CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.