

Veron Chen (LKKAUTO)

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Wednesday, 18 November 2020 2:11 PM
To: Veron Chen (LKKAUTO)
Cc: SUR
Subject: FW: Claim REF: MSC/V/19-001018 - Please update reserve for vehicle no. GBH5239E

Dear Veron,

Please request surveyor to check on damage consistency again. Insured has confirmed with us that he did not hit third party's vehicle at the rear (see extract).

Let us know if we need to send back the survey report. Thanks.

Hi Ms Monica

My sincere apologies on the late reply. The email you sent me earlier was overlooked.

1) With regards to your first email, the claim for my pillion and I against the lorry driver is still on going. Pending court proceedings. Mr Bala from BSA Law Chambers LLC is handling the matter for us. You may contact him should you require any further information.

2) Traffic police had concluded their investigation on the accident and concluded that the lorry driver had committed the offence of Careless Driving. (Letter attached below)

3) My motorbike did not hit the rear of his lorry as described in his report. My motorbike hit the lorry's canvas which was not tethered down tightly by the lorry driver causing me to fall off my bike.

cc: Mr Bala, for your information please.

Thank you and best regards.

 Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at msig.com.sg.

Regards,

Monica Chung

Executive, Claims Services

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

From: Do-Not-Reply <do-not-reply@merimen.com>

Sent: Tuesday, 17 November 2020 8:20 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Subject: Claim REF: MSC/V/19-001018 - Please update reserve for vehicle no. GBH5239E

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

This mail is associated with :
***GBH5239E (MSC/V/19-001018)**
[FBN840U]

TP
CF ENGINEERING ACMV SYSTEM PTE LTD
Aug 15 2019 8:00AM
[MUHAMMAD FARDLIE BIN RAMLIE]
Quan De Motor Trading

Final survey report has been uploaded.

Please update and revise system reserve to Authorised Amount \$ 320.00

This is an auto-generated email. Do not reply to this email.

Sent by : Monica Chung Pei Zhen (MSIG Insurance (Singapore) Pte. Ltd.)

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