

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 9 December 2020 12:09 PM
To: Monica Chung
Cc: SUR
Subject: RE: Claim REF: MSC/V/19-001018 - Please update reserve for vehicle no. GBH5239E

Dear Monica,

According to workshop, TP driver has pointed the areas of contact . (See photos)

However, we have investigated and review the matter in comparison of both vehicles damaged profile, it is unlikely that the damages to the rear right portion of the said vehicle GBH 5239H is due to the impact from the motor cycle FBN 840U.

The surveyor inspected the vehicle on a “Without Prejudice” basis.



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)

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Monday, 7 December 2020 8:49 AM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Claim REF: MSC/V/19-001018 - Please update reserve for vehicle no. GBH5239E

Dear Veron,

Any update?

 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](https://www.msig.com.sg).

Regards,

Monica Chung
Executive, Claims Services
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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](https://www.msig.com.sg)



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

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, 26 November 2020 4:49 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: 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).

Dear Monica,

Will check and revert.

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)

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Thursday, 26 November 2020 4:42 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Claim REF: MSC/V/19-001018 - Please update reserve for vehicle no. GBH5239E

Dear Veron,

Please show us the photos of damages (to point out) as Insured is disputing.

Thanks.

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
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com



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

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Thursday, 26 November 2020 4:11 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: 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).

Dear Monica,

According to surveyor, workshop pointed out damage at rear right portion to be due to this accident. Our surveyor's opinion, the damage may have possibly been caused by OI handle bar. Height also about the same. But he cannot conclusively say for sure.

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)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 18 November 2020 3:12 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Claim REF: MSC/V/19-001018 - Please update reserve for vehicle no. GBH5239E

Dear Monica,

We will check and revert.

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)

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Wednesday, 18 November 2020 2:11 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
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

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com



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+65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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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