

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Thursday, 29 October 2020 3:39 PM
To: Monica Chung
Cc: SUR
Subject: RE: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

Dear Monica,

According to our surveyor, the damage for bootlid weatherstrip as below:





The above photos are showed weatherstrip twisted because it fitted at rear end panel on top and when rear end panel is dented (photo 39/77) will cause bootlid weatherstrip twisted or damaged. If use back it will cause water seepage or hard to close bootlid.



Rear floor panel top board is fitted on top floor panel and rear end panel inside



When rear end panel is dented it will push inward and cause rear floor panel top board damage or torn.





So, damage consistent due to impact.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Tuesday, 27 October 2020 10:01 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: FW: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

Dear Monica,

Thank you for the email.

We will check and revert to you.

Dear Marcus,

Please refer to the below email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 26 October 2020 10:03 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

Dear Shiau Chan,

We attach a copy of the scene photos which are just provided by driver.

Please check with surveyor on:

- 1) The location of damage of bootlid weatherstrip
- 2) Damage consistency of rear floor panel top board – doesn't look like the cause of accident

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: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Thursday, 8 October 2020 10:20 AM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Subject: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C

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

This mail is associated with :
***SGH1826C (629284)**
[SMU278B]
TP
Tan Hua Oo
Sep 30 2020 8:00AM
[Performance Motors Limited]
Imperium Automotive - Kaki Bukit

Final survey report has been uploaded.

Please update and revise system reserve to Authorised Amount \$ 4100.00

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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