

**Re: Property damage claim on ACCIDENT INVOLVING SKQ 8290 G & SLK 7885 S ON 25-OCT-2020 Our Ref: DA.jt.Ins.K88.114307.20 (sj) Your Ref:249156**

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Tue 8/6/2021 2:29 PM

To: Chhia Nyuk Pui <NyukPui\_Chhia@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

 2 attachments (240 KB)

Parts indent.pdf; WhatsApp Image 2021-06-02 at 09.01.21.jpeg;

Dear Nyuk Pui,

Miss out the attachment.

*Thanks and regards,*

*Denise*

*Case handler*

*LKK Auto Consultants Pte Ltd*

*Tel: ☎ 62563561 Fax: 📠 6256 4315*

*Email: ✉ [sur@lkkauto.com](mailto:sur@lkkauto.com)*

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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>

**Sent:** Tuesday, 8 June 2021 2:26 PM

**To:** Chhia Nyuk Pui <NyukPui\_Chhia@sg.msig-asia.com>

**Cc:** SUR <sur@lkkauto.com>

**Subject:** Re: Property damage claim on ACCIDENT INVOLVING SKQ 8290 G & SLK 7885 S ON 25-OCT-2020 Our Ref: DA.jt.Ins.K88.114307.20 (sj) Your Ref:249156

Dear Nyuk Pui,

Refer to the below from our attending surveyor,

- if the supplier (refer attachment) is sole supplier of the spare parts, ie. It was reasonable for delay as workshop could not find the spare parts elsewhere

**Ans:** Base on our surveyor, the supplier is not the sole supplier. The spare parts can be purchase with other stockists however there is no stock available in Singapore at around the time of accident.

- if post repair survey was conducted and the date which it was conducted.

**Ans:** Yes, Post repair was conducted on 23/11/2020 (uploaded on the same day in merimen)

Would also appreciate your advice whether given the extent of damage, is it possible that the vehicle was laid up in workshop for the entire 40 days after accident waiting for spare parts and the car was totally not on road while waiting?

**Ans:** Due to the extent of damages of the exhaust, the inner bracket is necessary to mount the exhaust muffler to the undercarriage, the vehicle cannot move without an exhaust therefore the vehicle has to be laid up in the workshop. The documents provided shows the order date is on 10 November 2020, delivery date on 24 November 2020 which is 14days (including sat/sun/PH). Note that our post repair survey was carried out one day before the stated delivery date of 24 November 2020. The total including repair is 22days.

*Thanks and regards,*

**Denise Tay**

*Case handler*

**LKK Auto Consultants Pte Ltd**

*Tel: ' 62563561 Fax: 6 6256 4315*

*Email: + [sur@lkkauto.com](mailto:sur@lkkauto.com)*

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Sent:** Friday, 28 May 2021 2:22 PM

**To:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Re: Property damage claim on ACCIDENT INVOLVING SKQ 8290 G & SLK 7885 S ON 25-OCT-2020 Our Ref: DA.jt.Ins.K88.114307.20 (sj) Your Ref:249156

Dear Nyuk Pui,

Will get to you after checking with the attending surveyor.

*Thanks and regards,*

*Denise*

*Case handler*

**LKK Auto Consultants Pte Ltd**

*Tel: ☎ 62563561 Fax: 📠 6256 4315*

*Email: ✉ [sur@lkkauto.com](mailto:sur@lkkauto.com)*

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**From:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>

**Sent:** Friday, 28 May 2021 1:55 PM

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>

**Subject:** RE: Property damage claim on ACCIDENT INVOLVING SKQ 8290 G & SLK 7885 S ON 25-OCT-2020 Our Ref: DA.jt.Ins.K88.114307.20 (sj) Your Ref:249156

Dear Denise

Thanks for quick acknowledgement

Would also appreciate your advice whether given the extent of damage, is it possible that the vehicle was laid up in workshop for the entire 40 days after accident waiting for spare parts and the car was totally not on road while waiting?

**Chhia Nyuk Pui**

Senior Executive, Claims Services

Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>**Sent:** Friday, 28 May 2021 1:43 PM**To:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>**Subject:** Re: Property damage claim on ACCIDENT INVOLVING SKQ 8290 G & SLK 7885 S ON 25-OCT-2020 Our Ref: DA.jt.Ins.K88.114307.20 (sj) Your Ref:249156

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

Dear Nyuk Pui,

Will check with the attending surveyor and get back to you

*Thanks and regards,**Denise**Case handler**LKK Auto Consultants Pte Ltd**Tel: ☎ 62563561 Fax: 📠 6256 4315**Email: ✉ [sur@lkkauto.com](mailto:sur@lkkauto.com)*

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**From:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>**Sent:** Friday, 28 May 2021 1:34 PM**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>

**Subject:** FW: Property damage claim on ACCIDENT INVOLVING SKQ 8290 G & SLK 7885 S ON 25-OCT-2020 Our Ref: DA.jt.Ins.K88.114307.20 (sj) Your Ref:249156

Dear Sir/Madam

We refer to your survey report recommending 8 days of repair. However, the claimant workshop is claiming 40 days loss of use.

Kindly let us know:

- if the supplier (refer attachment) is sole supplier of the spare parts, ie. It was reasonable for delay as workshop could not find the spare parts elsewhere
- if post repair survey was conducted and the date which it was conducted.

Thank you.

**Chhia Nyuk Pui**

Senior Executive, Claims Services

Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)



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