

Shiau Chan (LKKAUTO)

From: Naz (LKKAUTO)
Sent: Friday, 9 April 2021 10:41 AM
To: Shiau Chan (LKKAUTO)
Cc: Bryan Ang (LKKAUTO); SUR
Subject: Re: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023
Attachments: GBA 7106D HEIGHT MEASUREMENT REPORT.pdf

Dear Shiau Chan,

Here is the Height Measurement Report. Please do not send it out to the insurance yet as Bryan still needs to conduct the survey.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Naz (LKKAUTO) <Naz@lkkauto.com>
Sent: Friday, 9 April 2021 9:41 AM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: Re: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Dear Bryan,

Attached herewith is the amended Height Measurement Report. Kindly go through it and get back to me asap.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Monday, 5 April 2021 2:17 PM
To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msiga-asia.com>; Naz (LKKAUTO) <Naz@lkkauto.com>
Cc: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Jasmine

Will revert with our final conclusion together with our recommendation on the COR within this week.

Apologise of the delay.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Tuesday, 30 March 2021 9:17 AM

To: Naz (LKKAuto) <Naz@lkkauto.com>


Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Naz,

We appreciate an update on the matter.

Thank you

 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.





Jasmine Lok

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@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    

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

From: Naz (LKKAuto) <Naz@lkkauto.com>

Sent: Monday, 25 January 2021 2:47 PM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: Fw: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Dear Ms Loh,

My sincere apologies. A few amendments were needed to be made after my senior reviewed the report. I forwarded it to him again. I will email it to you asap once he has vetted it.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Naz (LKKAuto) <Naz@lkkauto.com>

Sent: Thursday, 10 December 2020 1:19 PM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Re: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Dear Ms Loh,

My sincere apologies for the late reply as this case is quite complex. The owner of the Insured Vehicle has stated that he was involved in a few accidents hence I needed more time to determine which damages are more consistent with the present accident. I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it and after amendments (if any) are made.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Thursday, 5 November 2020 3:32 PM

To: Naz (LKKAuto) <Naz@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>


Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Naz,

We refer to the email on 17/09/2020.

We would appreciate the status update on this matter.

Thank you

 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.

Jasmine Lok

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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From: Jasmine Lok Kheng Kwei
Sent: Thursday, 17 September 2020 1:08 PM
To: Naz (LKKAUTO) <Naz@lkkauto.com>
Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Thank you for your update Naz.

From: Naz (LKKAUTO) <Naz@lkkauto.com>
Sent: Thursday, 17 September 2020 12:53 PM
To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Re: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

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

Dear Ms Lok,

I have contacted the insured and arranged to inspect his vehicle at his home premises tomorrow, 18/9/2020 at 0900 hours. I will update you accordingly.

Thank you.

Best Regards,
Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Wednesday, 9 September 2020 5:04 PM

To: Naz (LKKAuto) <Naz@lkkauto.com>

Subject: FW: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Survey report for the MSIG height measurement case.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Wednesday, 9 September 2020 4:57 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Investigation <investigation@lkkauto.com>


Cc: SUR <sur@lkkauto.com>

Subject: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Bryan,

I enclosed the survey report for your attention.

Thank you

 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.

Jasmine Lok

Executive, Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Wednesday, 9 September 2020 4:18 PM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Investigation <investigation@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

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

Hi Jasmine

Contents noted.

Can provide the survey report for review?

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Wednesday, 9 September 2020 4:00 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Investigation <investigation@lkkauto.com>


Cc: SUR <sur@lkkauto.com>

Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Bryan,

Please proceed.

Thank you

 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.

Jasmine Lok

Executive, Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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

From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Sent: Wednesday, 9 September 2020 11:51 AM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Investigation <investigation@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

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

Hi Jasmine

For this, we will carry out the height measurement of both vehicles to determine the consistency.

Do you want us to do the paper survey for the COR after the findings?

Fees for the height measurement is \$800/- excluding gst. Paper survey fees is separate.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Tuesday, 8 September 2020 5:47 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>; Investigation <investigation@lkkauto.com>

Cc: SUR <sur@lkkauto.com>


Subject: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Ryan,

Refer to our conversation not long ago.

Our insured is disputing quantum as well. Please proceed with the survey finding report.

Thank you

 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.

Jasmine Lok

Executive, Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

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

Sent: Monday, 7 September 2020 5:40 PM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; Investigation <investigation@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: FW: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

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

Dear Jasmine,

Thank you for the assignment.

Dear Investigator,

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: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Monday, 7 September 2020 5:38 PM

To: assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: Accident involving SMF1834T and GBA7106D on 25.09.2019 along MOUNTBATTEN RD SLIP RD INTO TANJONG KATONG RD Our ref: M607023

Hi Shiau Chan,


We refer to our conversation not long ago.

We would like to seek your opinion on the damages consistency and your report finding for this matter.

We attached both accident reports and the photos for your attention.

Please notify us of the fee as well.

Thank you

 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.

Jasmine Lok

Executive, Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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