

## Shiau Chan (LKKAUTO)

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**From:** Muhd Ashik B Madi <ashik\_madi@sg.msig-asia.com>  
**Sent:** Thursday, 15 July 2021 7:51 am  
**To:** Shiau Chan (LKKAUTO)  
**Cc:** SUR  
**Subject:** RE: SLU 8296H / TP / 634528 / SEEK MANDATE

Dear Shiau Chan

Can we know why a video of the damage undercarriage was not taken at the same time?

Please advise.

Thank you.

 Visits to our offices are by appointments only. To schedule an appointment with us, please email us at [service@sg.msig-asia.com](mailto:service@sg.msig-asia.com) at least 2 working days in advance. Please check our website or official Facebook page for the latest updates.

**Ashik Madi**  
Executive, Claims Services (Motor)  
D: +65 6594 2548 | F: +65 225 7402 | [ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@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](http://msig.com.sg)



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**From:** Jowyn Tay <[jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)>  
**Sent:** Friday, 9 July 2021 5:11 PM  
**To:** [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com); Muhd Ashik B Madi <[ashik\\_madi@sg.msig-asia.com](mailto:ashik_madi@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: SLU 8296H / TP / 634528 / SEEK MANDATE

Hi Shiau Chan,

Ming Shao has left the company. The claim matter has been re-assigned to Muhd Ashik who has been loop in the email.

Aside to @Muhd Ashik B Madi, please review and advise accordingly.

Thank you.

 Visits to our offices are by appointments only. To schedule an appointment with us, please email us at [service@sg.msig-asia.com](mailto:service@sg.msig-asia.com) at least 2 working days in advance. Please check our website or official Facebook page for the latest updates.

Best Regards,

**Jowyn Tay**

Executive, Claims Services (Motor)

D: +65 6643 1307 | F: +65 6225 7402 | [jowyn\\_tay@sg.msig-asia.com](mailto:jowyn_tay@sg.msig-asia.com)



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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** Friday, 9 July 2021 5:01 PM

**To:** Koh Ming Shao <[MingShao\\_Koh@sg.msig-asia.com](mailto:MingShao_Koh@sg.msig-asia.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SLU 8296H / TP / 634528 / SEEK MANDATE

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Dear Ming Shao,

Resend.

Attached is a video taken during the survey of SLU 8296H.

In the video, the two front tyres are not aligned to the same angle, which means that the front RH undercarriage is misaligned due to the accident.

Repairer also sent us some accident scene photos and a towing invoice which are also attached.

Please review the available photos & video and let us have your further instructions.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, 25 June 2021 1:57 pm  
**To:** Koh Ming Shao <[MingShao\\_Koh@sg.msig-asia.com](mailto:MingShao_Koh@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLU 8296H / TP / 634528 / SEEK MANDATE

Dear Ming Shao,

Thank you for the email.

We will refer the below matter to our surveyor.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Koh Ming Shao <[MingShao\\_Koh@sg.msig-asia.com](mailto:MingShao_Koh@sg.msig-asia.com)>  
**Sent:** Friday, 25 June 2021 12:56 PM  
**To:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Subject:** RE: SLU 8296H / TP / 634528 / SEEK MANDATE

Dear Shiau Chan,

We would like further clarification on item 18, 19 and 23 which was allowed particularly item 23.

The impact to the vehicle was to the lower portion of the fender very close to the front bumper.

Moreover the dent was not deep dent.

Unless the point of impact is at the centre of the fender and is deep, the undercarriage items are unlikely to be affected.

We would like your surveyor to re-assess the damages to the undercarriage parts.

**Koh Ming Shao**

Senior Executive, Claims Services (Motor)

Direct line +65 6594 2546 | Direct fax +65 6225 7402 | [mingshao\\_koh@sg.msig-asia.com](mailto:mingshao_koh@sg.msig-asia.com)



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**From:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, June 25, 2021 12:07 PM

**To:** Koh Ming Shao <[MingShao\\_Koh@sg.msig-asia.com](mailto:MingShao_Koh@sg.msig-asia.com)>  
**Subject:** RE: SLU 8296H / TP / 634528 / SEEK MANDATE

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Dear Ming Shao,

Kindly advise of below email.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Shiau Chan (LKKAuto)

**Sent:** Tuesday, 22 June 2021 3:31 PM

**To:** [MingShao\\_Koh@sg.msig-asia.com](mailto:MingShao_Koh@sg.msig-asia.com)

**Subject:** SLU 8296H / TP / 634528 / SEEK MANDATE

Dear Ming Shao,

Enclosed herewith Preliminary Advise of SLU 8296H.

Please let us have your approval.

Photos uploaded in merimen.

Thank you.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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