

## Shiau Chan (LKKAuto)

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**From:** Douglas Ong <douglas\_ong@sg.msig-asia.com>  
**Sent:** Tuesday, 18 May 2021 5:32 pm  
**To:** SUR; assignments; Veron Chen (LKKAuto)  
**Subject:** FW: MSIG Claims Ref: 257070 -- Your Ref: LWP/CHA/4684/21/sm  
**Attachments:** ang.pdf; 257070 SBZ7487Y Footage.mp4

Hi all

TP survey (GBC9856Z) @ Choon Hock Motor Trading.

Our insured has provided CCTV footage showing 3<sup>rd</sup> Party lorry cutting into our path. **I have reject the claim.**

Please be informed. Thanks.

**Have a great week ahead!**

**Douglas Ong**  
Executive, Claims Services  
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**From:** Douglas Ong  
**Sent:** Tuesday, 18 May 2021 5:22 PM  
**To:** 'sukmei@lawrencelee.com.sg' <sukmei@lawrencelee.com.sg>; 'info@lawrencelee.com.sg' <info@lawrencelee.com.sg>  
**Subject:** MSIG Claims Ref: 257070 -- Your Ref: LWP/CHA/4684/21/sm

Dear Sirs


ACCIDENT ALONG SERANGOON RD ON 09.05.21 INVOLVING GBC9856Z & SBZ7487Y

The above matter refers.

Our investigation reveals that it is your client's driver from GBC9856Z who had encroached onto our lane. Your client's accident report is not consistent with the CCTV footage provided by our insured.

Please see enclosed footage for your reference.

In the circumstances we regret unable to look into your claim. Please convey the same to your client.

 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](http://msig.com.sg).

**Best Regards**

**Douglas Ong**  
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