

## Veron Chen (LKKAUTO)

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**From:** Bryan Ang (LKKAUTO)  
**Sent:** Thursday, 30 December 2021 3:04 PM  
**To:** Shawn Ngo; Veron Chen (LKKAUTO); SUR; Denise Tay (LKKAUTO); Investigation  
**Cc:** Nor Azian Binte Noordin  
**Subject:** RE: TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J) 92782788

Hi Shawn

I have inspected OIV and found some damages to the frontal portion. Height measurement has also been carried out to OIV.

Basing on OI's video recording, the physical condition of TPV before the incident and after the incident was different. More specifically, I am referring to the orange colour body paint seen on TPV from the scene photo, which was not seen in OI's video recording prior to the incident. Base on this, it would appear to me that there was contact between OIV's frontal portion and TPV's rear portion.

Currently, we are still trying to arrange a re-inspection of TPV in order to carry out the measurements. We will revert once date for this is confirmed.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Shawn Ngo <[shawn\\_ngo@sg.msig-asia.com](mailto:shawn_ngo@sg.msig-asia.com)>

**Sent:** Thursday, 30 December 2021 10:23 AM

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Denise Tay (LKKAUTO) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Investigation <[investigation@lkkauto.com](mailto:investigation@lkkauto.com)>

**Cc:** Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)>

**Subject:** RE: TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J) 92782788

Hi Bryan,

Any update on your height measurement report?

Best regards,

**Shawn Ngo**

Senior Executive, Claims Services (Motor)

Direct line +65 6594 2545 | Direct fax +65 6225 7402 | [shawn\\_ngo@sg.msig-asia.com](mailto:shawn_ngo@sg.msig-asia.com)



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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Thursday, 16 December 2021 11:05 AM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msgig-asia.com](mailto:NorAzian_Noordin@sg.msgig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Denise Tay (LKKAUTO) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Investigation <[investigation@lkkauto.com](mailto:investigation@lkkauto.com)>  
**Cc:** Shawn Ngo <[shawn\\_ngo@sg.msgig-asia.com](mailto:shawn_ngo@sg.msgig-asia.com)>  
**Subject:** RE: TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J) 92782788

Hi Veron

I will handle this matter.

Aside Shawn / Azian

I have made arrangement to meet insured tomorrow afternoon. FYI.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, 16 December 2021 8:35 AM  
**To:** Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msgig-asia.com](mailto:NorAzian_Noordin@sg.msgig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Denise Tay (LKKAUTO) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Investigation <[investigation@lkkauto.com](mailto:investigation@lkkauto.com)>  
**Cc:** Shawn Ngo <[shawn\\_ngo@sg.msgig-asia.com](mailto:shawn_ngo@sg.msgig-asia.com)>  
**Subject:** TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J) 92782788

Dear Azian,

Thank you for the email.

**Dear Investigation Team,**

**LKK Ref: CS/MSG21012112/Bvf3**

**Please conduct height measurement for both vehicles to compare the damage consistency.**

**OI's video footage of the accident may view in merimen system.**

**OI contact number, Mr Simon Lim, at 92782788 or email to him at [sl.dspring@gmail.com](mailto:sl.dspring@gmail.com).**

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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**From:** Nor Azian Binte Noordin [[mailto:NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)]

**Sent:** Wednesday, 15 December 2021 10:14 AM

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

**Cc:** Shawn Ngo <[shawn\\_ngo@sg.msig-asia.com](mailto:shawn_ngo@sg.msig-asia.com)>

**Subject:** RE: TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J) 92782788

Dear Veron,

Please assist to get our surveyor to conduct height measurement for both vehicles to compare the damage consistency.

You may contact OI, Mr Simon Lim, at 92782788 or email to him at [sl.dspring@gmail.com](mailto:sl.dspring@gmail.com).

Thank you.

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Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Tuesday, 7 December 2021 4:29 PM

**To:** Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Subject:** RE: TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J)

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

Dear Azian,

Thank you for the email.

Will get surveyor to check on the consistency.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Nor Azian Binte Noordin [[mailto:NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)]

**Sent:** Tuesday, 7 December 2021 3:28 PM

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

**Subject:** TP survey - SNA9130C - DOA: 29/11/2021 (MSIG Ref: 639105 - SKP5353J)

Dear LKK Auto,

Understand that you have been assigned to survey the above vehicle at Bifrost Auto.

Our insured has reported the accident and he alleged that there was no damage on his vehicle and the slight dent sustained by TPV may be pre-existing damages.

We have grant rights for you to review OI & TP reports and OI's video footage of the accident.

Please assist to get our surveyor to confirm if the damages sustained by TP is consistent to the accident.

Thank you.

*🔔 Our Customer Centre walk-in counters are closed from 20 September 2021 until further notice. Please check our website or official Facebook page for the latest updates.*

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



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