

Celine Fong (LKKAuto)

From: Naz (LKKAuto)
Sent: Thursday, 7 July 2022 5:37 PM
To: BenTang@tokiomarine.com.sg
Cc: Bryan Ang (LKKAuto); Celine Fong (LKKAuto)
Subject: Re: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022
Attachments: SHC 533T HEIGHT MEASUREMENT REPORT.pdf

Dear Tang,

My sincere apologies for the late reply. Attached herewith is the Height Measurement Report.

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: Thursday, 10 March 2022 3:50 pm
To: BenTang@tokiomarine.com.sg <BenTang@tokiomarine.com.sg>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: Re: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

Dear Mr Tang,

I have conducted an inspection and height measurement of the Insured Vehicle. I have also showed the accident video and TP vehicle marked estimate to the Insured. She does not dispute contact and she is aware of the adjusted repair cost of the TP vehicle.

She has also informed me that there is CCTV footage captured by SMU at the accident location. I have requested her to retrieve the said footage for me.

I will update you accordingly.

Thank you.

Best Regards,

Naz | Senior 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: Thursday, 10 March 2022 3:37 pm

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

Subject: FW: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

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: Ben Tang <BenTang@tokiomarine.com.sg>

Sent: Friday, 4 March 2022 3:50 pm

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Thevan (LKK Auto) <Thevan@lkkauto.com>

Cc: Simon Ho (LKKAuto) <SimonHo@lkkauto.com>

Subject: RE: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

URGENT

Hi Bryan,

Our insured have feedback that up to today, your side have not call her to make arrangement to conduct the necessary survey of her vehicle.

Please call her by today as she has expressed her displeasure before it escalate to a complaint case.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Best Regards

Ben Tang

Motor Claims Department

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046

T (65) 6592 6413 | F (65) 6221 2101 | www.tokiomarine.com

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Tokio Marine Group

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From: Ben Tang

Sent: Friday, February 18, 2022 2:49 pm

To: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>; 'Thevan (LKK Auto)' <Thevan@lkkauto.com>

Cc: 'Simon Ho (LKKAuto)' <SimonHo@lkkauto.com>

Subject: RE: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

Hi Bryan,

As spoken, insured is concern that Third Party taxi Cost of Repair is rather overgeneralised and questionable.

The minor and angle of impact on the taxi should not have cause such damages and there is no damage on insured vehicle at all.

Please make arrangement with our insured Ms Diane Ong to conduct height measurement of her vehicle and address her dispute of Third party TP taxi damages.

Attached insured GIA report for your reference.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Best Regards

Ben Tang

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From: Ben Tang

Sent: Tuesday, February 15, 2022 12:32 pm

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Thevan (LKK Auto) <Thevan@lkkauto.com>

Cc: Simon Ho (LKKAuto) <SimonHo@lkkauto.com>

Subject: RE: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

Hi Bryan,

I have uploaded the video footage into Merimen.

Please reply if you are able to view the footage.

Alternatively, you can download VLC media player to open it.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Best Regards

Ben Tang

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

Sent: Monday, February 14, 2022 6:07 pm

To: Ben Tang <BenTang@tokiomarine.com.sg>; Thevan (LKK Auto) <Thevan@lkkauto.com>

Cc: Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>

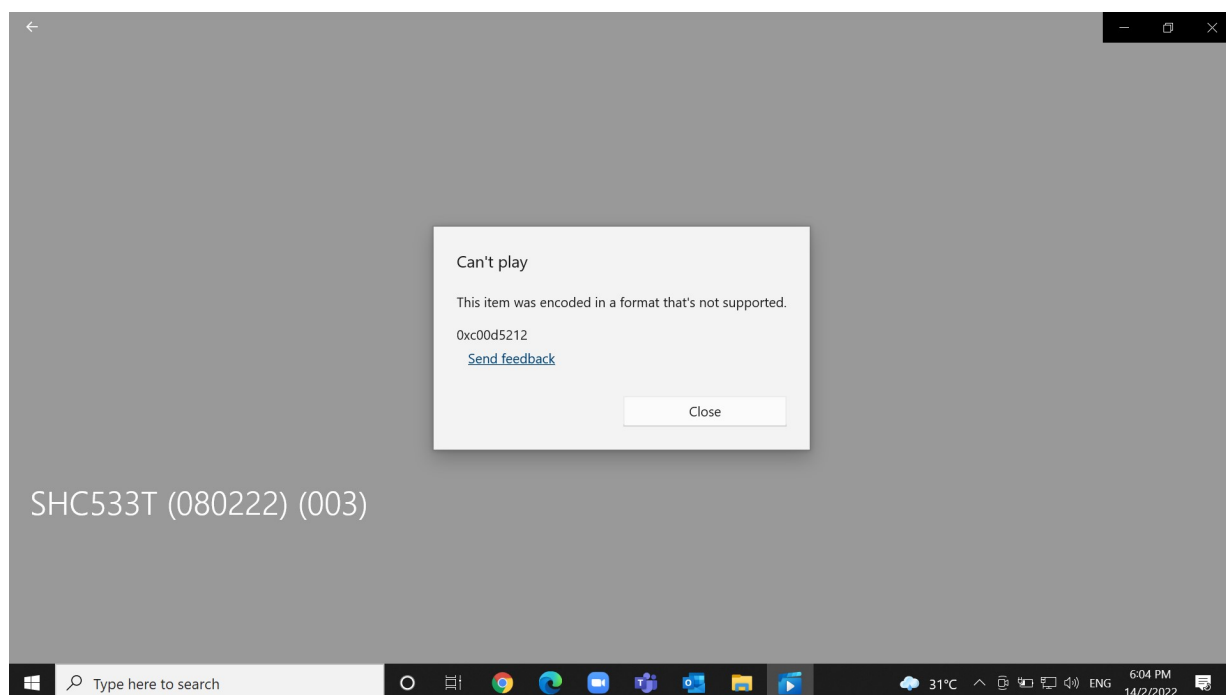
Subject: RE: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

Hi Ben

I see this when I click on the video. Please upload into Merimen first.

Aside to Thevan

Case surveyed by you. Do not finalise first. To review as per email below.



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: Ben Tang <BenTang@tokiomarine.com.sg>

Sent: Monday, 14 February 2022 5:58 PM

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

Subject: Re: Our Ref : M2200671/TP02 ; Accident involving SHC533T and EM778L on 08/02/2022

Hi Bryan,

As per our teleconversation, attached video footage of the accident.

Please assist to comment if the impact from our insured vehicle can cause the Third-party taxi SHC533T damages and if it is consistent.

Insured dispute on the damages to TP taxi and do not agree that the minor contact of her vehicle can result in the taxi front bumper to be damage.

Thank you.

Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.

Best Regards

Ben Tang

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