

## Yan (LKK Auto)

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**From:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Sent:** Friday, 17 June 2022 5:04 PM  
**To:** assignments  
**Subject:** FW: [!]RE: [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

Dear Assignment Team,

FYNA.

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:** May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>  
**Sent:** Friday, 17 June 2022 4:55 PM  
**To:** SUR <sur@lkkauto.com>  
**Cc:** Elmas, TT Yeo <elmasstt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>  
**Subject:** RE: [!]RE: [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

Dear LKK,

Kindly assist to arrange Survey Before Repair for PB555R at No. 8 Fourth Lok Yang Rd, Singapore 629705 on next **Monday (20/06/2022) between 2pm-3pm.**

Owner will be waiting here.

Thank you & regards,

**May Chai**

Senior Motor Claims Officer

Auto Servicing Section

Total Vehicle Solutions Department

**MITSUBISHI HC CAPITAL ASIA PACIFIC**

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Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6274 f: 6896 6591 m: 9643 5107

e: [mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)

w: [www.mitsubishi-hc-capital.com.sg](http://www.mitsubishi-hc-capital.com.sg)

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Hitachi Capital Asia Pacific Pte. Ltd. is renamed to Mitsubishi HC Capital Asia Pacific Pte. Ltd.

and our email address domain is changed to @mitsubishi-hc-capital.com.sg

**\* note: except for [juntaiyo@hcspl.com.sg](mailto:juntaiyo@hcspl.com.sg) > [automotiveworkshop@mitsubishi-hc-capital.com.sg](mailto:automotiveworkshop@mitsubishi-hc-capital.com.sg)**

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**From:** Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>

**Sent:** Monday, June 6, 2022 3:47 PM

**To:** May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>

**Cc:** Elmas, TT Yeo <[elmastt.yeo@mitsubishi-hc-capital.com.sg](mailto:elmastt.yeo@mitsubishi-hc-capital.com.sg)>; JianRong, Lee <[jianrong.lee@mitsubishi-hc-capital.com.sg](mailto:jianrong.lee@mitsubishi-hc-capital.com.sg)>; Jamilah, Binte MohdKassim <[jamilahbegum@mitsubishi-hc-capital.com.sg](mailto:jamilahbegum@mitsubishi-hc-capital.com.sg)>

**Subject:** [!]RE: [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

Dear May

This is a Public Liability claim.

We are still investigating into the claim and cannot comment on liability.

In the meantime, we would like to arrange for LKK Auto Consultants Pte Ltd to conduct a survey on your vehicle on a Without Prejudice basis. Please confirm whether our surveyors can contact you for this matter.

Thank you.

**Ong Shu Xiang**

Assistant Manager, Claims Services

D: +65 6643 1337 | F: +65 6643 1349 | [shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)



**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

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**From:** May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>

**Sent:** Monday, 6 June 2022 11:29 AM

**To:** Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>

**Cc:** Elmas, TT Yeo <[elmastt.yeo@mitsubishi-hc-capital.com.sg](mailto:elmastt.yeo@mitsubishi-hc-capital.com.sg)>; JianRong, Lee <[jianrong.lee@mitsubishi-hc-capital.com.sg](mailto:jianrong.lee@mitsubishi-hc-capital.com.sg)>; Jamilah, Binte MohdKassim <[jamilahbegum@mitsubishi-hc-capital.com.sg](mailto:jamilahbegum@mitsubishi-hc-capital.com.sg)>; May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>

**Subject:** RE: [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

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

Dear Shu Xiang,

Attached Audatex Report as requested.

Thank you.

Thank you & regards,  
**May Chai**

Senior Motor Claims Officer  
Auto Servicing Section  
Total Vehicle Solutions Department

## MITSUBISHI HC CAPITAL ASIA PACIFIC

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Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

t: 6833 6282 f: 6896 6591 m: 96506439

e: [mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)

w: [www.mitsubishi-hc-capital.com.sg](http://www.mitsubishi-hc-capital.com.sg)

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and our email address domain is changed to [@mitsubishi-hc-capital.com.sg](mailto:@mitsubishi-hc-capital.com.sg)

\* note: except for [juntaiyo@hcspl.com.sg](mailto:juntaiyo@hcspl.com.sg) > [automotiveworkshop@mitsubishi-hc-capital.com.sg](mailto:automotiveworkshop@mitsubishi-hc-capital.com.sg)

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**From:** Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>

**Sent:** Monday, June 6, 2022 11:26 AM

**To:** May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>

**Cc:** Elmas, TT Yeo <[elmastt.yeo@mitsubishi-hc-capital.com.sg](mailto:elmastt.yeo@mitsubishi-hc-capital.com.sg)>; JianRong, Lee <[jianrong.lee@mitsubishi-hc-capital.com.sg](mailto:jianrong.lee@mitsubishi-hc-capital.com.sg)>; Jamilah, Binte MohdKassim <[jamilahbegum@mitsubishi-hc-capital.com.sg](mailto:jamilahbegum@mitsubishi-hc-capital.com.sg)>

**Subject:** [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

Dear May

Please let us have the repair estimates and supporting documents requested earlier.

#### Ong Shu Xiang

Assistant Manager, Claims Services

D: +65 6643 1337 | F: +65 6643 1349 | [shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)



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**From:** May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>  
**Sent:** Monday, 6 June 2022 11:24 AM  
**To:** Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>  
**Cc:** Elmas, TT Yeo <[elmastt.yeo@mitsubishi-hc-capital.com.sg](mailto:elmastt.yeo@mitsubishi-hc-capital.com.sg)>; JianRong, Lee <[jianrong.lee@mitsubishi-hc-capital.com.sg](mailto:jianrong.lee@mitsubishi-hc-capital.com.sg)>; Jamilah, Binte MohdKassim <[jamilahbegum@mitsubishi-hc-capital.com.sg](mailto:jamilahbegum@mitsubishi-hc-capital.com.sg)>; Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>; May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>  
**Subject:** RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

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

Dear Shu Xiang,

Kindly let us have the liability status for this case.

Thank you.

Thank you & regards,  
May Chai

Senior Motor Claims Officer  
Auto Servicing Section  
Total Vehicle Solutions Department

## MITSUBISHI HC CAPITAL ASIA PACIFIC

Automotive Workshop, No. 8 Fourth Lok Yang Rd, Singapore 629705

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\* note: except for [juntaiyo@hcspl.com.sg](mailto:juntaiyo@hcspl.com.sg) > [automotiveworkshop@mitsubishi-hc-capital.com.sg](mailto:automotiveworkshop@mitsubishi-hc-capital.com.sg)

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**From:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Sent:** Monday, June 6, 2022 11:20 AM  
**To:** May, KY Chai <[mayky.chai@mitsubishi-hc-capital.com.sg](mailto:mayky.chai@mitsubishi-hc-capital.com.sg)>; Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>  
**Cc:** Elmas, TT Yeo <[elmastt.yeo@mitsubishi-hc-capital.com.sg](mailto:elmastt.yeo@mitsubishi-hc-capital.com.sg)>; JianRong, Lee <[jianrong.lee@mitsubishi-hc-capital.com.sg](mailto:jianrong.lee@mitsubishi-hc-capital.com.sg)>; Jamilah, Binte MohdKassim <[jamilahbegum@mitsubishi-hc-capital.com.sg](mailto:jamilahbegum@mitsubishi-hc-capital.com.sg)>  
**Subject:** [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

Claims Ref : 272529

Hi Shu Xiang,

Please take over this TP's claim in merimen.

Hi Ms Chai,

Please liaise with Shu Xiang as spoken to Jamilah.

Thank you.

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



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---

**From:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Sent:** Monday, 6 June 2022 10:40 AM

**To:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Cc:** Agnes Lee <[Agnes\\_Lee@sg.msig-asia.com](mailto:Agnes_Lee@sg.msig-asia.com)>

**Subject:** FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case)  
Est: \$3.6K

Dear Winnie

Please forward the case to Liability Section: PIC Ong Shu Xiang. Claims Ref : 272529

Regards

Lay Hoon

---

**From:** Winnie Chua

**Sent:** Monday, 6 June 2022 8:37 AM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Cc:** Jamilah, Binte MohdKassim <[jamilahbegum@mitsubishi-hc-capital.com.sg](mailto:jamilahbegum@mitsubishi-hc-capital.com.sg)>; [elmastt.yeo@mitsubishi-hc-capital.com.sg](mailto:elmastt.yeo@mitsubishi-hc-capital.com.sg); [jianrong.lee@mitsubishi-hc-capital.com.sg](mailto:jianrong.lee@mitsubishi-hc-capital.com.sg)

**Subject:** PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

Hi Agnes/Lay Hoon,

Please help to check with the PIC whether General Steelworks Pte Ltd is covered with MSIG as we have received TP's claim from workshop as TP's vehicle is damaged by tree. Thank you.

**CLAIM SUBFOLDER (TP)...Incoming Claim**

Claim Audit	History Checking	Activity Log	Documents
Edit Payments	Payment Sheet	Recovery Form	Duplicate New Case
Catastrophic Event	Adj Market Value	KIV Case	Send Back Estimates
Edit Claim Details	Assign Claim >>		

**CLAIM SUBFOLDER TRACKING**

Case	Notified	Est Submitted	Adj Assigned	Adj Submitted	Ins Auth'd	Status
Main	03 Jun 2022 13:59	03 Jun 2022 16:52				Incoming Claim Cancel Case
	Sendback Est	S\$ 0.00				

Main

Offer Processing

Claim Details

**CLAIM SUBFOLDER DETAILS**

Insured:	General Steelworks Pte Ltd , Co. Reg. No. : 198304797G			Date of Loss :	24/03/2022 12:00 - :51
Main Claimant:	SANKYU (SINGAPORE) PTE LTD , Co. Reg. No. : 197101116E			Policy/Cover Note No. :	Coverage: 01/01/2022
Vehicle Reg. No.:	PB555R			Policy No. (Claimant):	Excess:
Claim Type:	TP ... [ MRMCaseID: SG1098831 ]				
Vehicle Reg. No. (Insured):	UNKNOWN,TREE				
Repairer:	Mitsubishi HC Capital Asia Pacific Pte Ltd (HQ) <b>PROFILE</b> No 8 Fourth Lok Yang Road, 629705 Pioneer - Tel: 64663022				
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Nor Azian Binte Noordin - 6594 2558]				
Driver/Custodian (Insured):	MIN ZAW OO () Email:				
Est. Repair Duration:	10 (10)				

**CLAIM NOT REGISTERED**

This claim is not registered. Click [Register](#) to register this claim.  
You need to register a claim if you want to link other related subfolders to it.

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



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