

Shiau Chan (LKKAUTO)

From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Sent: Thursday, 21 July 2022 10:20 AM
To: Steve Chen (LKK Auto)
Cc: Elmas, TT Yeo; Jamilah, Binte MohdKassim; Shiau Chan (LKKAUTO); May, KY Chai
Subject: RE: [!]PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K - MSIG Ref: 272529

Dear Steve,

Confirmed COR at Lump Sum \$1,450.00 before GST with 4 days.

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

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

e: mayky.chai@mitsubishi-hc-capital.com.sg

w: www.mitsubishi-hc-capital.com.sg

Notice of New Company Name and Email Address Domain Change with effect from 1st July 2021.

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 > automotiveworkshop@mitsubishi-hc-capital.com.sg

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From: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Sent: Tuesday, July 19, 2022 10:09 PM
To: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Cc: Elmas, TT Yeo <elmas.t.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: [!]PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K - MSIG Ref: 272529

Hi May,

Finalize \$1450 (L/S, before GST). 4 days.

Thanks.

Best Regards,
Steve Chen | Automotive Assessor
LKK Auto Consultants Pte Ltd
Phone: 81117723/6256-3561 | email: stevenfoong@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Sent: Tuesday, 19 July 2022 4:43 pm
To: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Cc: Elmas, TT Yeo <elmastt.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: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K - MSIG Ref: 272529

Dear Steve,

Attached with **After Repair Photo**.

Kindly find attached Audatex Report and finalize COR with us at Lump Sum \$1,840.51 – 20% = **\$1,472.40 Lump Sum** with **4 repair days**.

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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From: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>
Sent: Friday, July 8, 2022 9:11 AM
To: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; stevechen@lkkauto.com
Subject: [!]RE: [!]RE: [!]RE: [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K - MSIG Ref: 272529

WITHOUT PREJUDICE

Dear May

We will do direct settlement with your workshop – quantum per our surveyor's recommendations.

Thank you.

Ong Shu Xiang

Assistant Manager, Claims Services

D: +65 6643 1337 | F: +65 6643 1349 | shuxiang_ong@sg.msig-asia.com



MSIG

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



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From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Sent: Wednesday, 6 July 2022 1:38 PM
To: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>
Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; stevechen@lkkauto.com; May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Subject: RE: [!]RE: [!]RE: [!]RE: [!]FW: PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

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Dear Shu Xiang,

Any update for this case please?

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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From: May, KY Chai

Sent: Wednesday, June 29, 2022 5:00 PM

To: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>

Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim

<jamilahbegum@mitsubishi-hc-capital.com.sg>; stevechen@lkkauto.com; 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 Shu Xiang,

Any update for this case?

Thank you & regards,

May Chai

Senior Motor Claims Officer

Auto Servicing Section

Total Vehicle Solutions Department

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From: May, KY Chai

Sent: Wednesday, June 22, 2022 3:54 PM

To: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>

Cc: Elmas, TT Yeo <elmas.tt.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>; stevechen@lkkauto.com
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 Shu Xiang,

Kindly let us have the liability for this case.

Thank you & regards,
May Chai

Senior Motor Claims Officer
Auto Servicing Section
Total Vehicle Solutions Department

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From: May, KY Chai

Sent: Tuesday, June 21, 2022 9:20 AM

To: stevechen@lkkauto.com

Cc: Elmas, TT Yeo <elmas.tt.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 Steve,

Attached with Scene Photo.

Thank you & regards,
May Chai

Senior Motor Claims Officer
Auto Servicing Section
Total Vehicle Solutions Department

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From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Sent: Monday, June 20, 2022 2:41 PM

To: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>

Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim

<jamilahbegum@mitsubishi-hc-capital.com.sg>; stevechen@lkkauto.com; 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 Shu Xiang,

Survey was done today by Mr Steve from LKK, attached with a copy of surveyor marking for your record.

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

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

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From: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>

Sent: Monday, June 20, 2022 2:25 PM

To: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>
Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; stevechen@lkkauto.com
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

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.

Ong Shu Xiang

Assistant Manager, Claims Services

D: +65 6643 1337 | F: +65 6643 1349 | shuxiang_ong@sg.msig-asia.com



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From: May, KY Chai <mayky.chai@mitsubishi-hc-capital.com.sg>

Sent: Monday, 20 June 2022 2:11 PM

To: Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>

Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim

<jamilahbegum@mitsubishi-hc-capital.com.sg>; stevechen@lkkauto.com; 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

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Dear Shu Xiang,

Attached with surveyor marking, kindly let us have the liability status for this case.

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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From: Ong Shu Xiang <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>

Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; JianRong, Lee <jianrong.lee@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <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



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From: May, KY Chai <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>

Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; JianRong, Lee <jianrong.lee@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:** [!]**FW:** PB555R (TP) - Mitsubishi HC Capital Asia Pacific (Hitachi) Est: \$3.6K (Supposed to be non-merimen case) Est: \$3.6K

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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

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

w: www.mitsubishi-hc-capital.com.sg

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From: Ong Shu Xiang <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>

Cc: Elmas, TT Yeo <elmas.tt.yeo@mitsubishi-hc-capital.com.sg>; JianRong, Lee <jianrong.lee@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <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



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From: May, KY Chai <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>

Cc: Elmas, TT Yeo <elmas.tt.yeo@mitsubishi-hc-capital.com.sg>; JianRong, Lee <jianrong.lee@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; Winnie Chua <pingping_chua@sg.msig-asia.com>; May, KY Chai <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

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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

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From: Winnie Chua <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>; Ong Shu Xiang <shuxiang_ong@sg.msig-asia.com>

Cc: Elmas, TT Yeo <elmastt.yeo@mitsubishi-hc-capital.com.sg>; JianRong, Lee <jianrong.lee@mitsubishi-hc-capital.com.sg>; Jamilah, Binte MohdKassim <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



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

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From: Claims SG <claims@sg.msig-asia.com>

Sent: Monday, 6 June 2022 10:40 AM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>

Cc: Agnes Lee <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>

Cc: Jamilah, Binte MohdKassim <jamilahbegum@mitsubishi-hc-capital.com.sg>; elmastt.yeo@mitsubishi-hc-capital.com.sg; 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 Sendback Est	03 Jun 2022 16:52 S\$ 0.00				Incoming Claim Cancel Case

Main	Offer Processing	Claim Details
CLAIM SUBFOLDER DETAILS		
Insured: General Steelworks Pte Ltd , Co. Reg. No. : 198304797G Main Claimant: SANKYU (SINGAPORE) PTE LTD , Co. Reg. No. : 197101116E Vehicle Reg. No.: PB555R Date of Loss : 24/03/2022 12:00 [20 Months and 1]		
Claim Type: TP ... [MRMCaseID: SG1098831] Policy/Cover Note No. : Coverage: 01/01/		
Vehicle Reg. No. (Insured): UNKNOWN, TREE Policy No. (Claimant): Excess:		
Repairer: Mitsubishi HC Capital Asia Pacific Pte Ltd (HQ) PROFILE 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)

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6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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