

Winnie Foo (LKKAuto)

From: Sherwin Beh (LKK Auto)
Sent: Tuesday, 18 July 2023 5:21 pm
To: Douglas Ong
Cc: Celine Fong (LKKAuto); Winnie Foo (LKKAuto)
Subject: Re: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)
Attachments: MSG LKKINVOICE AC2304349.pdf

Hello Douglas

Attached is the invoice for WC 5202M.

Best Regards,

Sherwin Beh | Technical Investigator
LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Wednesday, 5 July 2023 2:21 pm
To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Dear Sherwin

Many thanks for the prompt reply!

We shall proceed to do direct settlement with Borneo Mtr then.

Best Regards

Douglas Ong
Claims Services (Motor)
D: 6012 1346 | douglas_ong@sg.msig-asia.com
Please note my direct line has changed.



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

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From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Sent: Wednesday, July 5, 2023 2:19 PM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Subject: Re: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

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Hello Douglas

From our mechanical inspection, there was no issue with the brakes and they were all tested to be in working condition as for tyres they were all found with sufficient tread depth and there were no bald tyres at the time of inspection.

Best Regards,

Sherwin Beh | Technical Investigator

LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Douglas Ong <douglas_ong@sg.msig-asia.com>

Sent: Wednesday, 5 July 2023 1:11 pm

To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Dear Sherwin

Just a follow up. The 3rd Party workshop Borneo Motor wish to do direct settlement with us.

I understand it may take time before you finalise and send us the report.

Can you advise whether any issue spotted e.g. faulty brake / bald tyre?

If you can confirm all in order, we can then agree direct settlement with Borneo Mtr.

Best Regards

Douglas Ong

Claims Services (Motor)

D: 6012 1346 | douglas_ong@sg.msig-asia.com

Please note my direct line has changed.



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From: Douglas Ong
Sent: Wednesday, June 28, 2023 12:22 PM
To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Cc: 'Elsie' <elsie.goh@wtwco.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>;
eileen.ng@allianceconcrete.com.sg
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Dear Sherwin

Thanks for updating us.

We look towards early receipt of your report.

Best Regards

Douglas Ong
Claims Services (Motor)
D: 6012 1346 | douglas_ong@sg.msig-asia.com
Please note my direct line has changed.



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From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Sent: Wednesday, June 28, 2023 11:41 AM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Cc: 'Elsie' <elsie.goh@wtwco.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>;
eileen.ng@allianceconcrete.com.sg
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

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

Hello Douglas

We have just inspected the vehicle and will be working on the report.

Best Regards,

**Sherwin Beh | Technical Investigator
LKK Auto Consultants**

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Douglas Ong <douglas_ong@sg.msig-asia.com>

Sent: Tuesday, June 27, 2023 10:59 AM

To: eileen.ng@allianceconcrete.com.sg

Cc: 'Elsie' <elsie.goh@wtwco.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Hi Eileen

Thanks for sorting out the issue – appreciated!

Hi Celine / Sherwin

Kindly contact the driver again. Thanks.

Best Regards

Douglas Ong

Claims Services (Motor)

D: 6012 1346 | douglas_ong@sg.msig-asia.com

Please note my direct line has changed.



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From: eileen.ng@allianceconcrete.com.sg <eileen.ng@allianceconcrete.com.sg>

Sent: Tuesday, June 27, 2023 10:52 AM

To: Douglas Ong <douglas_ong@sg.msig-asia.com>

Cc: 'Elsie' <elsie.goh@wtwco.com>; 'Celine Fong (LKKAuto)' <celinefong@lkkauto.com>; 'Sherwin Beh (LKK Auto)' <SherwinBeh@lkkauto.com>

Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Importance: High

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Dear Douglas,

We have communicated with the truck-owner again and he said that there is a communication breakdown.

They requested surveyor to contact the driver again.

Thank you.

Regards,
Eileen Ng

From: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Tuesday, 27 June 2023 9:02 am
To: eileen.ng@allianceconcrete.com.sg
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Hi Eileen

Noted with thanks. We await hearing from you.

Best Regards

Douglas Ong
Claims Services (Motor)
D: 6012 1346 | douglas_ong@sq.msig-asia.com
Please note my direct line has changed.



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From: eileen.ng@allianceconcrete.com.sg <eileen.ng@allianceconcrete.com.sg>
Sent: Tuesday, June 27, 2023 8:59 AM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)
Importance: High

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Dear Douglas,

Let me get our Operations team to get in touch with the truck-owner. Will revert to you soon.

Thank you.

Regards,
Eileen Ng

From: Douglas Ong <douglas_ong@sg.msig-asia.com>
Sent: Monday, 26 June 2023 5:59 pm
To: eileen.ng@allianceconcrete.com.sg
Cc: 'Goh, Elsie' <elsie.goh@wtwco.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Dear Eileen

Our surveyor has contacted the driver but he refer us to his supervisor.

However todote the supervisor has yet to contact them on the survey.

Can you assist in this regards?

Best Regards

Douglas Ong
Claims Services (Motor)
D: 6012 1346 | douglas_ong@sg.msig-asia.com
Please note my direct line has changed.



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From: Douglas Ong
Sent: Wednesday, June 21, 2023 3:59 PM
To: eileen.ng@allianceconcrete.com.sg
Cc: 'Goh, Elsie' <elsie.goh@wtwco.com>
Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Dear Eileen

Thank you for acting swiftly.

We have assigned our panel surveyor LKK Auto Consultants. They shall contact the driver to fix an appointment.

Best Regards

Douglas Ong

Claims Services (Motor)

D: 6012 1346 | douglas_ong@sg.msigg-asia.com

Please note my direct line has changed.



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From: eileen.ng@allianceconcrete.com.sg <eileen.ng@allianceconcrete.com.sg>

Sent: Wednesday, June 21, 2023 3:33 PM

To: Douglas Ong <douglas_ong@sg.msigg-asia.com>

Cc: 'Goh, Elsie' <elsie.goh@wtwco.com>

Subject: RE: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Importance: High

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Dear Douglas,

Please refer to the attached email from my Operations team colleague and schedule the interview accordingly with the truck-owner.

Do keep us posted on the development.

Thank you.

Regards,
Eileen Ng

From: Douglas Ong <douglas_ong@sg.msigg-asia.com>

Sent: Tuesday, 20 June 2023 4:21 pm

To: eileen.ng@allianceconcrete.com.sg

Cc: Goh, Elsie <elsie.goh@wtwco.com>

Subject: Request For Survey -- MSIG Ref: 318726 -- Your Ref: WC5202M (DOA 14/6/2023)

Dear Eileen

Accident On 14/6/2023 Involving WC5202M & SGZ7115L @ Ang Mo kio Ave 6 / Ave 9

Owner: United Venus Engineering Services (S) Pte Ltd

Driver: Karumbayiram Sekar

The above matter refers.

We have obtained CCTV footage from 3rd Party car. As part of our investigation into causation, we would like to conduct a survey on your vehicle.

Kindly let us know the date, time and venue for the survey appointment. Thank you.

Best Regards

Douglas Ong

Claims Services (Motor)

D: 6012 1346 | douglas_ong@sq.msia.com

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