

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 4 April 2018 5:02 PM
To: 'Jasmine Lok Kheng Kwei'
Cc: SUR
Subject: RE: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Jasmine,

Amend report submitted in merimen.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Jasmine Lok Kheng Kwei [mailto:jasmine_lok@sg.msig-asia.com]
Sent: Tuesday, 20 March 2018 1:01 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Veron,

Noted with thanks and grants right in merimen for amendment report.

Thank you.

Have a nice day ahead.

Jasmine Lok

Executive, Claims Services (Motor)

Direct line +65 6594 2550 | Direct fax +65 6225 7402 | jasmine_lok@sg.msig-asia.com



MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | <http://www.msig.com.sg/> | Follow us



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From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Tuesday, 20 March, 2018 10:40 AM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Jasmine,

Refer to your teleconversation with our Mr Lau few days ago.

Since the repairer is unable to provide details damaged to the back portion of the rear bumper, such as bumper mounting etc. Our surveyor had decided not to allow the replacement of the rear bumper, instead to recommend it to repair .

Amendment report will resubmit.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Jasmine Lok Kheng Kwei [mailto:jasmine_lok@sg.msig-asia.com]
Sent: Thursday, 8 March 2018 1:08 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: FW: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Veron,

Any photos to support?

Thank you.

Have a nice day ahead.

Jasmine Lok

Executive, Claims Services (Motor)

Direct line +65 6594 2550 | Direct fax +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Thursday, 8 March, 2018 11:54 AM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Jasmine,

According to the surveyor Sebastian, who inspected the said vehicle. At the time of inspection, the bumper was deep cut into the structure of the bumper and deformed beyond repair. He had tried to advise the repairer to reuse it, but third party owner requested insurance to give assurance on the toughness of the bumper if to repair and re-use it.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)
Sent: Monday, 5 March 2018 10:05 AM
To: 'Jasmine Lok Kheng Kwei' <jasmine_lok@sg.msig-asia.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Jasmine,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Jasmine Lok Kheng Kwei [mailto:jasmine_lok@sg.msig-asia.com]
Sent: Monday, 5 March 2018 10:03 AM
To: assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Our ref: M538493 TP vehicle: SFU8238Y DOA: 27.11.2017

Dear Veron,

The rear bumper only have grazed marks, can it be repaired instead of change rear bumper?

Please advise.

Thank you.

Have a nice day ahead.

Jasmine Lok

Executive, Claims Services (Motor)

Direct line +65 6594 2550 | Direct fax +65 6225 7402 | jasmine_lok@sg.msigg.com



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