

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 21 May 2020 11:50 AM  
**To:** Jasmine Lok Kheng Kwei  
**Cc:** SUR  
**Subject:** Our ref: MSC/V/19-001150      TP vehicle: SMM4836G

Dear Jasmine,

Refer to the email dated 20/05/2020.

The damage photos for the following:-

- 1) Item 6 – Headlamp Assy O/S  
O/S fender was damaged. (refer photo 22 & 23)  
Headlamp O/S was cracked due to impact from O/S fender. (refer photo 65 & 66)
- 2) Item 12 – Front Grille  
Front Grille was cracked. (refer photo 85 & 86)



Photo 22

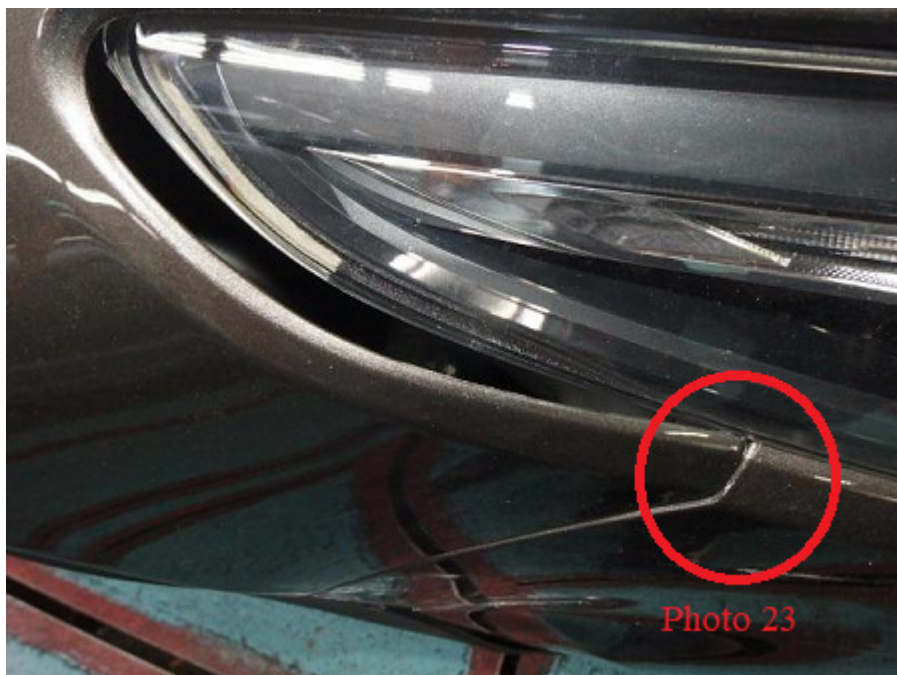


Photo 23



Photo 65







**Note:** We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Thanks & Regards,

Shiau Chan (Ms)  
LKK Auto Consultants Pte Ltd

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**From:** Jasmine Lok Kheng Kwei [[mailto:jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@sg.msig-asia.com)]

**Sent:** Wednesday, 20 May 2020 12:35 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Cc: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Subject: Our ref: MSC/V/19-001150 TP vehicle: SMM4836G

Hi Marcus,

We refer to the subject matter above.

Please advise us on the damage photos for the following:-

- 1) Item 6 – Headlamp Assy O/S
- 2) Item 12 – Front Grille

Thank you.

*In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice.*

*As most of our employees are telecommuting and have limited access to office phone messages, please email your enquiries to us instead.*

*We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs.*

*Please bear with us should there be some service delay during this period.*

**Jasmine Lok**

Executive, Claims Services (Motor)

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