

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Friday, 4 December 2020 3:20 pm
To: Jeannie Cheng
Subject: RE: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

Dear Jeannie,

Sun Visor LH removed.

Kindly let us have your mandate approval.

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Jeannie Cheng <jeannie_cheng@sg.msigg-asia.com>
Sent: Tuesday, 1 December 2020 3:16 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

Hi Shirley,

Any updates on this? Please let me know asap.

Thank you for your help.

Jeannie Cheng
Claims Services (Motor)
D: +65 6594 2537 | F: +65 6225 7402 | jeannie_cheng@sg.msigg-asia.com



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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 27 November 2020 5:48 PM
To: Jeannie Cheng <jeannie_cheng@sg.msigg-asia.com>
Cc: SUR <sur@lkkauto.com>; Desmond Lee <desmond_lee@sg.msigg-asia.com>
Subject: RE: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

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

Dear Jeannie,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | 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)

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From: Jeannie Cheng <jeannie_cheng@sg.msig-asia.com>
Sent: Friday, 27 November 2020 3:57 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Desmond Lee <desmond_lee@sg.msig-asia.com>
Subject: RE: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

Hi Shirley,

As spoken, my in-house surveyor asked if it's possible for the repairer to remove [item 104 – Sun Visor LH](#) from the estimate as he reckons that the left hand sun visor do not seem to be damaged.

We will wait for updates from your end.

Sorry for the inconvenience caused.

Thank you and have a great weekend.

Jeannie Cheng
Claims Services (Motor)
D: +65 6594 2537 | F: +65 6225 7402 | jeannie_cheng@sg.msig-asia.com



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From: Jeannie Cheng
Sent: Friday, 27 November 2020 2:52 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

Hi Shirley,

It's ok. I have told my in-house surveyor that there are photographs of the damaged sun visor uploaded in Merimen. He must have missed out as there are many photos.

Thank you.

Jeannie Cheng
Claims Services (Motor)
D: +65 6594 2537 | F: +65 6225 7402 | jeannie_cheng@sg.msig-asia.com



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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 27 November 2020 2:15 PM
To: Jeannie Cheng <jeannie_cheng@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

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

Dear Jeannie,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | 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)

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From: Jeannie Cheng <jeannie_cheng@sg.msig-asia.com>
Sent: Friday, 27 November 2020 2:09 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Vehicle No. SGD333K | DOA: 07/02/2020 | Claim No. 619562

Hi Shirley,

Can you please assist to verify with your surveyor on item 104 – Sun Visor LH? It doesn't seem to be damaged. Do you have clearer photographs on the sun visor?

Thank you.

Jeannie Cheng
Claims Services (Motor)
D: +65 6594 2537 | F: +65 6225 7402 | jeannie_cheng@sg.msig-asia.com



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