

## Shirley Hiew (LKK Auto)


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**From:** Jasmine Lok Kheng Kwei <jasmine\_lok@sg.msig-asia.com>  
**Sent:** Wednesday, 25 November 2020 3:40 pm  
**To:** Shirley Hiew (LKK Auto)  
**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Hi Shirley,

We would like to check on this matter.

Thank you

 Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](http://msig.com.sg).

**Jasmine Lok**

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | [jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@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](http://msig.com.sg)



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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Thursday, 12 November 2020 11:26 AM  
**To:** Jasmine Lok Kheng Kwei <jasmine\_lok@sg.msig-asia.com>  
**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

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

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Dear Jasmine,

We will check & revert.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Jasmine Lok Kheng Kwei <[jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@sg.msig-asia.com)>  
**Sent:** Tuesday, 10 November 2020 4:23 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Subject:** Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Hi Shirley,

We have checked that the parts price is on the high side ( Knuckle arm ) and please check all the other parts prices.

We appreciate your assistance.

Thank you

 Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](http://msig.com.sg).

**Jasmine Lok**

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | [jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@sg.msig-asia.com)



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**From:** Jasmine Lok Kheng Kwei  
**Sent:** Wednesday, 4 November 2020 5:41 PM  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020

Hi Shirley,

Thanks for your email below

We would like to double-check that the parts price is correct.

Thank you

 Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](http://msig.com.sg).

**Jasmine Lok**

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | [jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@sg.msig-asia.com)



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**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Tuesday, 3 November 2020 9:44 AM  
**To:** Jasmine Lok Kheng Kwei <[jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@sg.msig-asia.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020

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

Dear Jasmine,

According to our surveyor, kindly refer to the photos no. 9, 10, 11 & 17 in Merimen.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Jasmine Lok Kheng Kwei <[jasmine\\_lok@sg.msig-asia.com](mailto:jasmine_lok@sg.msig-asia.com)>  
**Sent:** Monday, 2 November 2020 3:39 pm  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020

Hi Kenneth,

We would like to get the damage photos for the 3 items and also to verify on the 3 parts price.

- 1) Front Bumper Cover - \$1052.20
- 2) Headlamp (LH) - \$2776.00
- 3) Front Door Mirror (LH) - \$670.00

Thank you

**Jasmine Lok**

Claims Services (Motor)

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