

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Monday, 16 November 2020 1:49 pm
To: Kenneth Kong (LKKAuto)
Cc: SUR
Subject: RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Hi Kenneth,

Any update?

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: Shirley Hiew (LKK Auto)
Sent: Thursday, 12 November 2020 5:06 pm
To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Subject: RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Hi Kenneth,

File already closed.

Please refer to the documents submitted in Views.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Sent: Thursday, 12 November 2020 4:18 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Re: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Put the file on my table, I need to double check.

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 12 November 2020 11:22 AM
To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: FW: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Hi Kenneth,

Kindly assist the below email from MSIG.

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: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Sent: Tuesday, 10 November 2020 4:23 pm

To: Shirley Hiew (LKK Auto) <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.

Jasmine Lok

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-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    

A Member of  **INSURANCE GROUP**

From: Jasmine Lok Kheng Kwei

Sent: Wednesday, 4 November 2020 5:41 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; SUR <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.

Jasmine Lok

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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A Member of **MS&AD** INSURANCE GROUP

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Tuesday, 3 November 2020 9:44 AM
To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Cc: assignments <assignments@lkkauto.com>; SUR <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 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Sent: Monday, 2 November 2020 3:39 pm
To: assignments <assignments@lkkauto.com>; SUR <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)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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