

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Tuesday, 29 December 2020 6:31 pm  
**To:** Jasmine Lok Kheng Kwei  
**Cc:** SUR  
**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Dear Jasmine,

Kindly assist to send back the adjustment report.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

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)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Friday, 18 December 2020 2:22 pm  
**To:** Jasmine Lok Kheng Kwei <jasmine\_lok@sg.msiga.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Dear Jasmine,

We have checked with CDGE and our parts database for past cases.

The price for the RH door mirror is correct. For the LH headlamp and LH knuckle arm, CDGE has informed that their prices are correct as per their latest prices cost.

We are trying to negotiate for a lower repair cost and will get back soon.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 25 November 2020 3:43 pm

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

**Subject:** RE: Our ref: M619460 TP vehicle : SHC7095U DOA: 10/02/2020 -Reminder

Dear Jasmine,

Kindly inform we are still follow up with the repairer.

We will update you as soon as possible.

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:** Wednesday, 25 November 2020 3:40 pm


**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**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)





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**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Thursday, 12 November 2020 11:26 AM  
**To:** Jasmine Lok Kheng Kwei <[jasmine\\_lok@sg.msig-asia.com](mailto: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).

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  
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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)



**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:** 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

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

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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**

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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)

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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