

Denise Tay (LKKAUTO)

From: Joan Kwek <joan_kwekyn@sg.msigg-asia.com>
Sent: Friday, 22 May 2020 5:51 PM
To: Denise Tay (LKKAUTO); SUR
Cc: Shiao Chan (LKKAUTO); assignments
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Dear Denise

There is no GIA report. This is a third party property damage claim under the Public Liability Policy.

 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. Except for our Travel, Home, Motor and Health **Emergency Hotlines**, all other hotlines for customer enquiries and services are temporarily suspended now to support the new measures. 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.

Best regards

Joan Kwek
Executive
Claims Services
Direct fax +65 6643 1349 | joan_kwekyn@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 | msigg.com.sg



From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Friday, 22 May 2020 5:49 PM
To: Joan Kwek <joan_kwekyn@sg.msigg-asia.com>; SUR <sur@lkkauto.com>
Cc: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Joan,

Kindly provide TP GIA Report

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joan Kwek <joan_kwekyn@sg.msig-asia.com>
Sent: Friday, 22 May 2020 4:26 PM
To: SUR <sur@lkkauto.com>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Hi Bryan

Thanks for taking my call earlier.

Attached is the email with the quote from Borneo who said that the survey can only be done after the circuit breaker.

Could you please do a paper survey on this? Photographs provided by the third party can be downloaded from: <https://www.dropbox.com/s/9mizc0h58w9ix4k/Viva%20Business%20Park%20-%20ceiling%20damage%20car.zip?dl=0>

We look forward to your reply.

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.
Except for our Travel, Home, Motor and Health **Emergency Hotlines**, all other hotlines for customer enquiries and services are temporarily suspended now to support the new measures.
We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs.
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Best regards

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, 15 April 2020 10:02 AM
To: Joan Kwek <joan_kwekyn@sg.msig-asia.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Joan,

As spoken with you.

We will updates you if have any development of the said vehicle.

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

From: Joan Kwek [mailto:joan_kwekyn@sg.msig-asia.com]
Sent: Tuesday, 14 April 2020 12:00 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Dear Shiau Chan

The owner has previously sent his vehicle for survey at Borneo and Borneo refused to give him a printed quote. We were then instructed by Thomas Pang to contact him for the quote.

To date, we have not received the quote. Would it be possible for LKK to obtain the quote from Thomas? The owner does not wish to send his vehicle back to Pandan for another survey which had already been done.

Do drop me a call if you require further clarification.

Thanks.

I currently have limited access to my phone. If you need to contact me urgently, please drop me an email and I will return your call when I am available.

 *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. 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.*

Best regards,

Joan Kwek
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Claims Services
Direct line +65 6643 1329 | Direct fax +65 6643 1349 | joan_kwekyn@sg.msig-asia.com



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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, 14 April 2020 11:56 AM
To: Joan Kwek <joan_kwekyn@sg.msig-asia.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Joan,

Thank you for the email.

We have contact the repairer, M/s Borneo Motors and they will contact the owner to send in his vehicle for survey.

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

From: Joan Kwek [mailto:joan_kwekyn@sg.msig-asia.com]
Sent: Tuesday, 14 April 2020 10:47 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Hi Summer / Nivitha

I last spoke with Summer to contact Borneo to release the quotation. Has there been any update?

Thanks

I currently have limited access to my phone. If you need to contact me urgently, please drop me an email and I will return your call when I am available.

 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. 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.

Best regards,

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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Thursday, 2 April 2020 2:34 PM
To: Joan Kwek <joan_kwekyn@sg.msig-asia.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Joan,

Please be informed that we have contacted repairer for survey arrangement and he mentioned that owner will claim with insurance himself.

Kindly advise.

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Monday, 9 March 2020 2:54 PM

To: 'Joan Kwek' <joan_kwekyn@sg.msig-asia.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Dear Joan,

The repairer will be contacting the owner to send in his vehicle for the survey.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joan Kwek [mailto:joan_kwekyn@sg.msig-asia.com]

Sent: Monday, 9 March 2020 2:50 PM

To: Nivitha (LKK Auto); ASSIGNMENTS@LKKAUTO.COM

Cc: 'SUR'

Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Dear Nivitha

In this case, will the surveyor be contacting the owner to send the car in for repairs?

I currently have limited access to my phone. If you need to contact me urgently, please drop me an email and I will return your call when I am available.

 In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.
Please bear with us should there be some service delay during this period.

Best regards,

Joan Kwek

Executive

Claims Services

Direct line +65 6643 1329 | Direct fax +65 6643 1349 | joan_kwekyn@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 9 March 2020 2:47 PM

To: Joan Kwek <joan_kwekyn@sg.msig-asia.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: 'SUR' <sur@lkkauto.com>

Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Joan,

Thank you for the email.

Please be informed that we are still pending arrangement from repairer as the vehicle is still not in yet.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joan Kwek [mailto:joan_kwekyn@sg.msig-asia.com]

Sent: Monday, 9 March 2020 12:45 PM

To: Nivitha (LKK Auto); ASSIGNMENTS@LKKAUTO.COM

Cc: 'SUR'

Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Hi Nivitha

Any updates on this case? Owner is chasing for updates.

Thanks.

I currently have limited access to my phone. If you need to contact me urgently, please drop me an email and I will return your call when I am available.

 *In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.
Please bear with us should there be some service delay during this period.*

Best regards,

Joan Kwek

Executive

Claims Services

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From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: Thursday, 27 February 2020 10:31 AM

To: Joan Kwek <joan_kwekyn@sg.msig-asia.com>; ASSIGNMENTS@LKKAUTO.COM

Cc: 'SUR' <sur@lkkauto.com>

Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Joan,

Thank you for the email.

Please be informed that we are still pending arrangement from repairer as the vehicle is still not in yet.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joan Kwek [mailto:joan_kwekyn@sg.msig-asia.com]

Sent: Thursday, 27 February 2020 10:24 AM

To: Nivitha (LKK Auto); ASSIGNMENTS@LKKAUTO.COM

Cc: 'SUR'

Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Dear Nivitha

Please let us know if the survey has been arranged.

Thanks.

I currently have limited access to my phone. If you need to contact me urgently, please drop me an email and I will return your call when I am available.

 In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.
Please bear with us should there be some service delay during this period.

Best regards,

Joan Kwek
Executive
Claims Services
Direct line +65 6643 1329 | Direct fax +65 6643 1349 | joan_kwekyn@sg.msig-asia.com



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From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, 19 February 2020 4:54 PM
To: Joan Kwek <joan_kwekyn@sg.msig-asia.com>; ASSIGNMENTS@LKKAUTO.COM
Cc: 'SUR' <sur@lkkauto.com>
Subject: RE: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

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

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joan Kwek [mailto:joan_kwekyn@sg.msig-asia.com]
Sent: Tuesday, 18 February 2020 10:29 AM
To: siewsc@lkkauto.com
Cc: SUR; assignments
Subject: New Assignment: Windscreen Damage to SKM1361C (MSIG Ref: 614801 PLY)

Dear Shiau Chan

Thanks for taking my call earlier.

As spoken, this is a public liability claim where the third party is looking to us to claim for damage to his windscreen which had resulted from a fallen plaster ceiling.

He has previously sent in his car to Borneo to request for a quote but was asked to pay a fee upfront to print the quote. This was not obtained. However, he has provided us with the contact details of the claims assessor to provide with a verbal quote.

Understand that the vehicle is not in workshop. Would it be possible to arrange for a survey of the vehicle and please let us know the documents which you require.

Thank you.

I may have limited access to my phone. You may drop me an email and I will return your call.

 In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.
Please bear with us should there be some service delay during this period.

Best regards,

Joan Kwek

Executive

Claims Services

Direct line +65 6643 1329 | Direct fax +65 6643 1349 | joan_kwekyn@sg.msig-asia.com



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