

Shirley Hiew (LKK Auto)

From: Guo Qiang (LKKAuto)
Sent: Thursday, 14 May 2020 10:27 am
To: Shirley Hiew (LKK Auto)
Cc: Bryan Ang (LKKAuto)
Subject: 回复: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

We will remove labour for spray paint also.

发件人: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
发送时间: 2020年5月13日 14:55
收件人: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
抄送: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
主题: FW: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Hi Guo Qiang,

Please refer the email below from MSIG again.

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: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Wednesday, 13 May 2020 2:54 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Shirley,

Thanks. Can check if the spray paint is supposed to be for the fuel tank?

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.

As most of our employees are telecommuting and have limited access to office phone messages, please email your enquiries to us instead.

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.

Regards,

Monica Chung

Executive, Claims Services

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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 **MS&AD** INSURANCE GROUP

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

Sent: Wednesday, 13 May 2020 2:22 PM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

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

Dear Monica,

Report updated and re-submitted 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: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Wednesday, 13 May 2020 12:13 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Shirley,

Sent back. Thanks.

*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.
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Regards,

Monica Chung
Executive, Claims Services
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A Member of **MS&AD** INSURANCE GROUP

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Tuesday, 12 May 2020 5:55 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

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

Dear Monica,

We have manage to see some scene photos from repairer and will remove the fuel tank.

Please send back report.

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: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Wednesday, 6 May 2020 4:57 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Shirley,

Thanks for your reply.

If the motorbike falls, it will hit the side of the fuel tank. However, the damage of fuel tank is at the front.

Please request surveyor to look into this case again. Thanks.

 *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. As most of our employees are telecommuting and have limited access to office phone messages, please email your enquiries to us instead. 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.*

Regards,

Monica Chung
Executive, Claims Services
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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, 5 May 2020 4:33 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

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

Dear Monica,

We refer to your below email above matter.

According to our surveyor, the damaged fuel tank was consistent with accident, it's probably damaged due to fell down.

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: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Tuesday, 5 May 2020 12:11 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Shirley,

Please check with surveyor on the damage consistency of the fuel tank as insured stated front mudguard was broken.

Thanks.

 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.

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Regards,

Monica Chung

Executive, Claims Services

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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, 5 May 2020 11:50 AM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

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

Dear Monica,

Paper survey report submitted 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: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Sent: Tuesday, 5 May 2020 11:45 am
To: Monica Chung <Monica_Chung@sg.msig-asia.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Monica,

Thank you for the email.

Dear Shirley,

Please assist. Your Ref: CS3/MSG19015820/Gsf3s2-1

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Tuesday, 5 May 2020 11:26 AM
To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Celine,

Please submit survey report and bill.

Thanks.

 *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.*

As most of our employees are telecommuting and have limited access to office phone messages, please email your enquiries to us instead.

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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.

Regards,

Monica Chung

Executive, Claims Services

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

From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Monday, 13 April 2020 7:00 PM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

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

Dear Monica,

Content noted with thanks.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Monica Chung <Monica_Chung@sg.msig-asia.com>

Sent: Monday, 13 April 2020 12:43 PM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TP FU9975X DOA-29/08/19 Our Ref: 604948 re-send

Dear Celine,

We have sent back case for paper adjustment.

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.

Regards,

Monica Chung

Executive, Claims Services

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

From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Sent: Thursday, 9 April 2020 3:30 PM

To: Monica Chung <Monica_Chung@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: TP FU9978X DOA-29/08/19 Our Ref: 604948

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

Dear Monica,

I have uploaded after repair photographs in Merimen.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Monica Chung <Monica_Chung@sg.msig-asia.com>

Sent: Wednesday, 8 April 2020 4:08 PM

To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: TP FU9978X DOA-29/08/19 Our Ref: 604948

Dear Celine,

Please let us know if post repair survey is done for this vehicle.

Thanks.

 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.

Regards,

Monica Chung
Executive, Claims Services
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com



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