

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Monday, 11 May 2020 4:36 PM  
**To:** 'Motor Survey'; assignments; SUR; Shiao Chan (LKKAUTO)  
**Cc:** Jismyl Lam; Crystal Lee; Ong Zi Hui  
**Subject:** RE: SLJ1667A - OD Claim DOA: 27/04/20 (APO) OD (OD withdrawn)

Dear Winnie,

Thank you for the email.

We will cancel the assignment on our side.

**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,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Motor Survey <motorsurvey@sg.msig-asia.com>  
**Sent:** Monday, 11 May 2020 4:12 PM  
**To:** assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Cc:** Jismyl Lam <jismyl\_lam@sg.msig-asia.com>; Crystal Lee <crystal\_lee@sg.msig-asia.com>; Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Subject:** FW: SLJ1667A - OD Claim DOA: 27/04/20 (APO) OD (OD withdrawn)


Dear LKK,

This is to inform that the owner of SLJ1667A (MSIG) has decided to cancel the OD claim as stated below.

Dear Jismyl,

FYNA action in merimen.

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. Please bear with us should there be some service delay during this period.

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)



**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:** ARC Ken <[kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)>

**Sent:** Monday, 11 May 2020 4:05 PM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Jismyl Lam <[jismyl\\_lam@sg.msig-asia.com](mailto:jismyl_lam@sg.msig-asia.com)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

**Cc:** 'ARC ShuJuan' <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>; 'ARC Raymond' <[raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** RE: SLJ1667A - OD Claim DOA: 27/04/20 (APO) OD (Please outsource)

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

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Dear Winnie

This is to inform that the owner of SLJ1667A (MSIG) has decided to cancel the OD claim.

With Best Regards,  
Ken Ng  
Whatsapp: 86153288

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**From:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Sent:** Wednesday, 29 April 2020 2:11 PM

**To:** ARC Ken <[kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)>; Jismyl Lam <[jismyl\\_lam@sg.msig-asia.com](mailto:jismyl_lam@sg.msig-asia.com)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>

**Cc:** 'ARC ShuJuan' <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>; 'ARC Raymond' <[raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>

**Subject:** RE: SLJ1667A - OD Claim DOA: 27/04/20 (APO) OD (Please outsource)

Dear Ken,

We can't do picture/video survey for this case due to recovery purpose.

Crystal will help to outsource this case to external surveyor soon.

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. Please bear with us should there be some service delay during this period.

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



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**From:** ARC Ken <[kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)>  
**Sent:** Wednesday, 29 April 2020 1:52 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Jismyl Lam <[jismyl\\_lam@sg.msig-asia.com](mailto:jismyl_lam@sg.msig-asia.com)>  
**Cc:** 'ARC ShuJuan' <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>; 'ARC Raymond' <[raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** RE: SLJ1667A - OD Claim DOA: 27/04/20 (APO) OD folder and picture survey?

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

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Dear Winnie

I just reloaded the case in Merimen, please take a look again. Thank you.

Picture survey okay. Photos loaded in Merimen.

With Best Regards,  
Ken Ng  
Whatsapp: 86153288

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**From:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Sent:** Wednesday, 29 April 2020 12:59 PM  
**To:** Jismyl Lam <[jismyl\\_lam@sg.msig-asia.com](mailto:jismyl_lam@sg.msig-asia.com)>; [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)  
**Cc:** 'ARC ShuJuan' <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>; 'ARC Raymond' <[raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg)>; 'ARC Raymond' <[raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg)>; Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
**Subject:** FW: SLJ1667A - OD Claim DOA: 27/04/20 (APO) OD folder and picture survey?

Dear Ken,

I can't trace the OD case in merimen for this case. Can we do picture/video survey for this case?


Dear Jismyl,

Please assign this case to IHS to arrange survey once the folder is in/ready.

Dear Crystal,

Please take over this case.

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. Please bear with us should there be some service delay during this period.

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** ARC Ken <[kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)>

**Sent:** Wednesday, 29 April 2020 12:45 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>; Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Cc:** 'ARC ShuJuan' <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>; 'ARC Raymond' <[raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg)>

**Subject:** SLJ1667A - OD Claim

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Dear Person in-charge,

Our client's vehicle **SLJ1667A** wants to make a OD claim.

Attached is the accident report. Repair Estimate is in Merimen and Audatex.

MSIG survey team,

Vehicle **SLJ1667A** is **NOT** in our workshop. Survey to be arrange in due course.

Thank you.

With best regards,

Ken Ng

Automotive Repair Centre Pte Ltd  
38 Woodlands Industrial Park E1  
#05-18, Singapore 757700  
Tel: 64688834 Fax: 64622278

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