

Celine Fong (LKKAUTO)

From: Admin-D (LKKAUTO)
Sent: Tuesday, 26 May 2020 10:42 AM
To: 'Winnie Chua'; assignments; SUR
Cc: 'Han Chengyuan'; 'Helene Phua'
Subject: RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SKJ7973M against SMJ6803D (MSIG) DOA: 11/05/2020

Dear Winnie,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Tuesday, 26 May, 2020 10:34 AM
To: 'assignments' <assignments@lkkauto.com>
Cc: Han Chengyuan <chengyuan_han@sg.msig-asia.com>; Helene Phua <helene_phua@sg.msig-asia.com>
Subject: FW: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SKJ7973M against SMJ6803D (MSIG) DOA: 11/05/2020

Dear LKK,

Please be informed that there is a change of workshop.

Kindly cancel the assignment if no survey has been done.

We will update you again if there is a need for you to continue with this survey.

*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





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

From: Han Chengyuan <chengyuan_han@sg.msig-asia.com>

Sent: Tuesday, 26 May 2020 10:08 AM

To: hmamk@singnet.com.sg

Cc: Helene Phua <helene_phua@sg.msig-asia.com>; Winnie Chua <pingping_chua@sg.msig-asia.com>; chmotor@singnet.com.sg

Subject: RE: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SKJ7973M against SMJ6803D (MSIG) DOA: 11/05/2020

Dear Dorlyn,

As spoken over the phone, we have informed that SKJ7973M has changed to a different workshop.

*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.*

Regards,

Han Chengyuan

Senior Admin Officer, Claims Services

D: +65 6643 1315 | Direct fax +65 6225 7402 | chengyuan_han@sg.msig-asia.com



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

From: Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com.sg>

Sent: Wednesday, 13 May 2020 10:29 AM

To: Claims SG <claims@sg.msig-asia.com>; Cheng Hoe <chmotor@singnet.com.sg>

Subject: Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SKJ7973M (DOA: 11/05/2020)

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

Dear Sir,

OUR CLIENT : SKJ7973M

DOA : 11/05/2020 @ 1420HR

YR INSURED : SMJ 6803D

(A) Kindly provide us your surveyor listing for the selection on the survey.

(B) Also, please advise on liability and are you agree on DIRECT SETTLEMENT?

Thank you.

Regards

Dorlyn
Cheng Hoe Motor Pte Ltd
Tel :64812001
Fax : 64821296

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