

## Summer Lee (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 13 August, 2020 10:18 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned  
**Attachments:** SMK8631P MSIG IN HOUSE OD RECOVERY.PDF; SMK8631P.pdf

### OD CLAIM SMK8631P DOA: 11/08/20 Est: \$23K (car is in at Tuas VW)

#### Manual Assigned

Dear LKK,

Refer to the email below, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment.

*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).*

Best regards,

**Crystal Lee**

Admin Officer, Claims Services (In-House Survey)

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**From:** Winnie Chua <pingping\_chua@sg.msig-asia.com>  
**Sent:** Thursday, 13 August 2020 10:14 AM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Cc:** Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Subject:** FW: OD CLAIM SMK8631P DOA: 11/08/20 Est: \$23K (car is in at Tuas VW-outsourced)

Dear Crystal,

Car is in at Tuas (VW), IHS appt full. Please outsource.

*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).*

Best Regards

**Winnie Chua**

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

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**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>

**Sent:** Wednesday, 12 August 2020 6:53 PM

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

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>

**Subject:** OD CLAIM SMK8631P

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

Dear Claim

Pls see attached GIA report and estimate

Pls arrange survey at 17 Tuas ave 9

Vehicle at workshop

Best Regards,

Germaine Ong  
Body and Paint Department  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9  
Singapore 639197

Hp: +6592361588  
[germane.ong@vw.com.sg](mailto:germane.ong@vw.com.sg)  
<http://www.vw.com.sg>



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