

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 27 August 2020 10:55 am  
**To:** Christina Wong  
**Cc:** SUR  
**Subject:** RE: Fotos of accident skl 711 m-Our ref:627466  
**Attachments:** 3.jpg; 1.jpg; 2.jpg; 4.jpg

Dear Christina,

We refer to your below email above matter.

According to our surveyor, the damages on the van is consistent to the accident. As per attached photo 1 shows the shape of the number plate onto the rear portion of the van. Photos 2 and 3 shows the close up photo of the damage rear doors and rear bumper of the van. This shows the impact from SKL 711M (photo 4) front portion onto the van's rear portion. Do also take note that car SKL 711M have a solid reinforcement bar behind the front bumper while the van's rear portion is just a sponge behind the rear bumper and rear panel, which has no protection. Therefore due to the impact the damages on the rear portion of the van is more serious than the front portion of SKL 711M.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Christina Wong <Christina\_Wong@sg.msig-asia.com>  
**Sent:** Wednesday, 26 August 2020 11:44 am  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Subject:** RE: Fotos of accident skl 711 m-Our ref:627466

Hi Shirley

Have grant rights in Merimen for OI report.

 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

**Christina Wong**

Senior Executive, Claims Services (Motor)

Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msig-asia.com](mailto:christina_wong@sg.msig-asia.com)





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**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Tuesday, 25 August 2020 5:56 PM  
**To:** Christina Wong <[Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Fotos of accident skl 711 m-Our ref:627466

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

Dear Christina,

Our surveyor request your insured GIA report.

Please provide us.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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:** Christina Wong <[Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)>  
**Sent:** Saturday, 22 August 2020 2:32 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Subject:** FW: Fotos of accident skl 711 m-Our ref:627466

Hi Shirley

Further to my email below please ask surveyor to check on consistency of TP damages as Insured says it is very slight.

We hope to hear from you on TP damages is it consistent.

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

**Christina Wong**  
Senior Executive, Claims Services (Motor)  
Direct line +65 6643 1311 | Direct fax +65 6225 7402 | [christina\\_wong@sg.msig-asia.com](mailto:christina_wong@sg.msig-asia.com)



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**From:** Christina Wong  
**Sent:** Saturday, 22 August 2020 2:29 PM  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Subject:** FW: Fotos of accident skl 711 m-Our ref:627466

Dear Shirley

We attached the scene photos from our insured, confirmed there is no video footage from our insured. However Insured says very slight?

 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](https://msig.com.sg).

Best Regards

**Christina Wong**  
Senior Executive, Claims Services (Motor)  
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**From:** ravi krishnasamy <[ravikrishnasamy9@gmail.com](mailto:ravikrishnasamy9@gmail.com)>  
**Sent:** Saturday, 22 August 2020 2:17 PM  
**To:** Christina Wong <[Christina\\_Wong@sg.msig-asia.com](mailto:Christina_Wong@sg.msig-asia.com)>  
**Subject:** Fotos of accident skl 711 m

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

Hi Christina  
Damage to both cars was v slight  
It happened in a traffic jam along CTE my speed was very slow  
I failed to brake in time  
Txs

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