

Summer Lee (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Tuesday, 15 September, 2020 1:15 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned (URGENT)

Importance: High

SLQ5186R (MSIG) DOA: 13/06/20 FBH8656P | ORef: FW.8039.7.20

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.

Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@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: Winnie Chua <pingping_chua@sg.msig-asia.com>
Sent: Tuesday, 15 September 2020 1:12 PM
To: Lee Wee Ho <weeho_lee@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: SLQ5186R (MSIG) DOA: 13/06/20 FBH8656P | ORef: FW.8039.7.20 (outsource) workshop detail

Dear Wee Ho,

As spoken, TP's lawyer requested our external surveyor to survey at TP's premises stated as below.

Dear Crystal,

Please outsource immediately and refer to the email below.

Thank you

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.

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



MSIG Insurance (Singapore) Pte Ltd 4 Shenton Way, #21-01 SGX Centre 2, Singapore 068807 | T: +65 6827 7888 | F: +65 6827 7800 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Izzati <izzati.alhfw@gmail.com>

Sent: Tuesday, 15 September 2020 12:15 PM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>

Subject: Re: SLQ5186R (MSIG) DOA: 13/06/20 FBH8656P | ORef: FW.8039.7.20 (outsource) workshop detail?

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

Ms Chua,

Please be informed that our client's motorcycle can be found at the multi-storey carpark of his residence, at Blk 762A Choa Chu Kang North 5, Singapore 681762.

The appointed surveyors may contact our client, Mr. Rosli directly at his mobile number **8454 5676**, to arrange the inspection.

Please carry out the inspection within the next 48 hours.

Thank you.

Regards,
Izzati



200 Jalan Sultan #09-01 Textile Centre Singapore 199018
Tel: 6344 5738 | Fax: 6440 4844

On Tue, 15 Sep 2020 at 11:53, Winnie Chua <pingping_chua@sg.msig-asia.com> wrote:

Dear Izzati,

Please give us the workshop details to arrange TP's survey. Tks.

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.

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



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7800 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Winnie Chua

Sent: Tuesday, 15 September 2020 11:45 AM

To: izzati.alhfw@gmail.com

Cc: Ong Zi Hui <zihui_ong@sg.msig-asia.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>

Subject: FW: SLQ5186R (MSIG) DOA: 13/06/20 FBH8656P | ORef: FW.8039.7.20 (outsource)

Hi,

Thank you for your selection.

We will proceed to appoint/assign LKK Auto Consultants Pte Ltd via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion. Any arrangement or appointment of surveyor must come from MSIG.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

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.

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



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7800 | Co. Reg. No. 200412212G | msig.com.sg



From: Izzati <izzati.alhfw@gmail.com>
Sent: Tuesday, 15 September 2020 11:43 AM
To: Winnie Chua <pingping_chua@sg.msig-asia.com>
Subject: Fwd: SLQ5186R (MSIG) DOA: 13/06/20 FBH8656P | ORef: FW.8039.7.20

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

Ms Chua,

We refer to your email to our Ms Kamini dated 14th September 2020.

Our client is agreeable to appoint LKK Auto Consultants Pte Ltd to conduct the pre-repair inspection.

Thank you.

Regards,
Izzati



200 Jalan Sultan #09-01 Textile Centre Singapore 199018
Tel: 6344 5738 | Fax: 6440 4844

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