

Shiau Chan (LKKAuto)

From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Friday, 20 November 2020 11:34 AM
To: Shiau Chan (LKKAuto)
Cc: SUR; Rajah Kumar; Marcus Chua (LKKAuto)
Subject: RE: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

Dear Shiau Chan,

Thanks for the update.

Please negotiate with workshop based on our findings (highlighted in yellow).

| <u>Parts Description:</u> | <u>Parts Number:</u> | <u>List Prices:</u> | |
|-------------------------------|----------------------|---------------------|--------|
| 1. BOOTLID WEATHERSTRIP | 64461-02220 | \$285.60 | 175.80 |
| 2. BOOTLID ANTENNA SENSOR | 89997-30070 | \$385.20 | 192.20 |
| 3. TAILLAMP LH | 81561-02780 | \$594.60 | 379.80 |
| 4. REAR FLOOR PANEL TOP BOARD | 64771-02390C0 | \$517.20 | 267.00 |

 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.

Regards,

Monica Chung

Executive, Claims Services

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, 19 November 2020 4:28 PM
To: Monica Chung <Monica_Chung@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>
Subject: RE: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

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

Dear Monica,

Sorry for the late reply.

Please be informed as at November 2020 (DOA: 30/09/2020) the prices are as follows:

| <u>Parts Description:</u> | <u>List Prices:</u> |
|-------------------------------|---------------------|
| 1. BOOTLID WEATHERSTRIP | \$175.80 |
| 2. BOOTLID ANTENNA SENSOR | \$192.20 |
| 3. TAILLAMP LH | \$391.70 |
| 4. REAR FLOOR PANEL TOP BOARD | \$425.00 |

Pending for your further instruction.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Monica Chung <Monica_Chung@sg.msig-asia.com>

Sent: Thursday, 19 November 2020 2:42 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>

Subject: RE: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

Dear Shiau Chan,

Any update?

 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.

Regards,

Monica Chung

Executive, Claims Services

D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com



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

From: Monica Chung

Sent: Thursday, 5 November 2020 9:25 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Rajah Kumar <rajah_kumar@sg.msig-asia.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>

Subject: RE: Claim REF: 629284 - Please update reserve for vehicle no. SGH1826C re-send

Dear Shiau Chan,

As spoken, please check on the part price again (even if it's checked last month) and let us have the update before negotiating with workshop.

Thanks.