

Shiau Chan (LKKAuto)

From: sukmei@lawrencelee.com.sg
Sent: Friday, 11 December 2020 5:49 PM
To: 'Jasmine Lok Kheng Kwei'
Cc: info@lawrencelee.com.sg; assignments; Shiau Chan (LKKAuto)
Subject: RE: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm - Reminder

Dear Jasmine,

We refer to your email dated 27.10.2020.

We are instructed that our client does not have any colour photographs of his vehicle (before repair) as he lost his handphone.

Kindly let us have your offer based on the physical inspection on 09.10.2020.

Regards,

Lim Suk Mei (sukmei@lawrencelee.com.sg)
Paralegal
For and On Behalf of
Lee Wee Peng Lawrence
Lawrence Lee & Co (UEN: 53159236K)
133 New Bridge Road #13-10 Chinatown Point Singapore 059413
tel. 6533 3680 fax. 6533 3689 email. info@lawrencelee.com.sg

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From: sukmei@lawrencelee.com.sg <sukmei@lawrencelee.com.sg>
Sent: Monday, 7 December 2020 5:13 PM
To: 'Jasmine Lok Kheng Kwei' <jasmine_lok@sg.msig-asia.com>
Cc: 'info@lawrencelee.com.sg' <info@lawrencelee.com.sg>; 'assignments' <assignments@lkkauto.com>; 'Shiau Chan (LKKAuto)' <siewsc@lkkauto.com>
Subject: RE: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm - Reminder

Dear Jasmine,

We refer to your email dated 05.12.2020.

Please be informed that we still waiting our client's instructions on your request.

We will revert to you when we received from our client.

Regards,

Lim Suk Mei (sukmei@lawrencelee.com.sg)
Paralegal
For and On Behalf of
Lee Wee Peng Lawrence
Lawrence Lee & Co (UEN: 53159236K)
133 New Bridge Road #13-10 Chinatown Point Singapore 059413
tel. 6533 3680 fax. 6533 3689 email. info@lawrencelee.com.sg

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From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Sent: Saturday, 5 December 2020 1:48 PM
To: sukmei@lawrencelee.com.sg
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm - Reminder


Hi Suk Mei,

We refer to our email on 30/10/2020 and have not heard from you since then.

We would appreciate your assistance to provide before repair clear coloured photos for survey assignment purpose.

Please reply us on urgent basis for this matter.

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.





Jasmine Lok

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg    

A Member of  **INSURANCE GROUP**


From: Jasmine Lok Kheng Kwei
Sent: Friday, 30 October 2020 1:38 PM
To: sukmei@lawrencelee.com.sg
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm -Reminder

Hi Suk Mei,

We refer to our email on 27/10/2020

We would appreciate your assistance to provide before repair clear coloured photos for survey assignment purpose.

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.

Jasmine Lok

Claims Services (Motor)

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


From: Jasmine Lok Kheng Kwei
Sent: Tuesday, 27 October 2020 9:17 AM
To: sukmei@lawrencelee.com.sg
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>
Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm -Reminder

Hi Suk Mei,

We refer to our email on 20/10/2020

We would appreciate your assistance to provide before repair clear coloured photos for survey assignment purpose.

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.

Jasmine Lok

Claims Services (Motor)

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


From: Jasmine Lok Kheng Kwei
Sent: Tuesday, 20 October 2020 4:51 PM
To: sukmei@lawrencelee.com.sg
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>
Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm

Hi Suk Mei,

Thank you for your email below.

We would appreciate your assistance to provide before repair clear coloured photos for survey assignment purpose.

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.

Jasmine Lok

Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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

From: sukmei@lawrencelee.com.sg <sukmei@lawrencelee.com.sg>
Sent: Tuesday, 20 October 2020 3:30 PM
To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>
Subject: RE: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm

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

Dear Jasmine,

We refer to your email dated 16.10.2020.

As requested, we enclose herewith copies of colour photographs of our client's vehicle.

Please revert on our email of 03.08.2020 shortly.

Regards,

Lim Suk Mei (sukmei@lawrencelee.com.sg)

Paralegal

For and On Behalf of

Lee Wee Peng Lawrence

Lawrence Lee & Co (UEN: 53159236K)

133 New Bridge Road #13-10 Chinatown Point Singapore 059413

tel. 6533 3680 fax. 6533 3689 email. info@lawrencelee.com.sg

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From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Friday, 16 October 2020 11:46 AM

To: sukmei@lawrencelee.com.sg

Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>


Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm

Hi Suk Lee,

We refer to the subject matter above.

We would like to get your client's colour vehicle photos SLS8312E for our attention. (including all photos that your client passed to his lawyer)

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.

Jasmine Lok

Executive, Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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From: Jasmine Lok Kheng Kwei
Sent: Tuesday, 6 October 2020 9:22 AM
To: sukmei@lawrencelee.com.sg
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>
Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm


Hi Suk Mei,

We are agreeable with the \$30 downtime fee and Ms Summer from LKK Consultants will arrange the re-inspection.

Hi Summer,

For your action.

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.

Jasmine Lok

Executive, Claims Services (Motor)

DID: +65 6594 2550 | F: +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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From: sukmei@lawrencelee.com.sg <sukmei@lawrencelee.com.sg>
Sent: Friday, 2 October 2020 12:55 PM
To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>
Cc: info@lawrencelee.com.sg; 'assignments' <assignments@lkkauto.com>
Subject: RE: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm

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

Dear Jasmine, Without Prejudice Save As To Costs

We refer to your emails dated 07.09.2020.

As requested, our client has fixed the physical inspection as follows:

Date/Time : Friday, 09.10.2020, 10.00am
Place : Blk 3011 Bedok North Ave 4 #01-2008/2010/2012 Bedok Industrial Park E Singapore 489977
Attention : Mr Ho
Contact No. : 9634 9336 (call upon arrival)

Please be informed that:

- a. Our client claims \$30.00 for downtime, or such amount as may be agreed/determined;
- b. Cancellation or postponement of the appointment will not be entertained; &
- c. Our client's legal costs will increase as a result of the additional work done.

Please confirm.

Regards,

Lim Suk Mei (sukmei@lawrencelee.com.sg)

Paralegal

For and On Behalf of

Lee Wee Peng Lawrence

Lawrence Lee & Co (UEN: 53159236K)

133 New Bridge Road #13-10 Chinatown Point Singapore 059413

tel. 6533 3680 fax. 6533 3689 email. info@lawrencelee.com.sg

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From: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Sent: Monday, 7 September 2020 11:12 AM

To: sukmei@lawrencelee.com.sg

Cc: info@lawrencelee.com.sg; assignments <assignments@lkkauto.com>


Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm(ec)

Hi Suk Mei,

We have called the workshop and was told that there is no record of your client's vehicle.

Please assist.

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.

Jasmine Lok

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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Jasmine Lok Kheng Kwei
Sent: Monday, 7 September 2020 9:31 AM
To: sukmei@lawrencelee.com.sg
Cc: info@lawrencelee.com.sg; assignments <assignments@lkkauto.com>
Subject: Our ref: M556058 Your ref: LWP/HKF/4049/18/sm(ec)

Hi Suk Mei,


We acknowledge receipt of your email on 04/09/2020.

You can contact Ms Summer from LKK Auto Consultancy to arrange for the survey.

Hi Summer,

For your attention.

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.

Jasmine Lok

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