

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 26 January 2021 5:53 PM
To: Vimmala D/O Raja Singam
Cc: Chhia Nyuk Pui; Celine Fong (LKKAUTO); SUR; Taufikh (LKKAUTO)
Subject: RE: OD Survey - SFK6800P (VVIP)

Dear Mala,

We have check with Cycle and owner had paid the full repair cost and he seeking reimbursement from MSIG less the excess.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>
Sent: Tuesday, 26 January 2021 12:55 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)
Importance: High

Hi Veron,

We have received an update from the insured that he has received an invoice of \$2,100.00 for the repair cost to settle.

Can please check and update me soon? The insured should only pay the excess of \$500.00 before GST to C&C and the balance of the repair cost should bill to MSIG.

Kindly revert to me by today.

Thank you.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@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



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From: Vimmla D/O Raja Singam
Sent: Wednesday, 13 January 2021 10:25 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)

Hi Veron,

Thank you for the update and follow up.

Kindly please ensure C&C deduct the OD excess on the final repair bill.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 13 January 2021 10:11 AM
To: Vimmla D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)

Dear Mala,

We have inform C&C Mr Vincent to issue an invoice for the excess.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Vimmla D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>

Sent: Monday, 11 January 2021 11:27 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: OD Survey - SFK6800P (VVIP)

Importance: High

Hi Celine,

We received an update from our insured that C&C did not collect the OD excess.

Please assist to check and inform C&C to issue an invoice for the excess.

Thank you.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Sent: Thursday, 7 January 2021 1:04 PM
To: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msiga-asia.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Jason Sim <Jason_Sim@sg.msiga-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msiga-asia.com>; KKLau <kklau@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)

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

Dear Mala,

According to our surveyor, repairer had started the repair yesterday and they will forward us the estimate by today.

By copy to Veron,

Please upload the IA once document received.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msiga-asia.com>
Sent: Thursday, 7 January 2021 12:46 PM
To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Cc: Jason Sim <Jason_Sim@sg.msiga-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msiga-asia.com>; KKLau <kklau@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)

Thank you, Celine for the swift reply.

Has the repairer start the repair works yesterday?

Do upload your IA once ready in Merimen.

Thank you.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msiga-asia.com



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From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Sent: Thursday, 7 January 2021 12:42 PM
To: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>
Cc: Jason Sim <Jason_Sim@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>; KKLau <kklau@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)

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

Dear Mala,

My surveyor recommended 3 days to repair the vehicle.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>
Sent: Wednesday, 6 January 2021 8:51 PM
To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Cc: Jason Sim <Jason_Sim@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>; KKLau <kklau@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Survey - SFK6800P (VVIP)
Importance: High

Hi Celine,

Do update us by tomorrow on the recommended number of days to repair the vehicle by your surveyor.

We need to update our insured on the status soonest and activate the loss of use benefits.

Kindly expedite as this is VVIP. Thank you for the help.

Regards,

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Wednesday, 6 January 2021 10:54 AM

To: Jason Sim <Jason_Sim@sg.msig-asia.com>; Richard Ang <richard_ang@sg.msig-asia.com>; SUR <sur@lkkauto.com>

Cc: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>; KKLau <kklau@lkkauto.com>

Subject: RE: OD Survey - SFK6800P

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

Dear Richard,

Content noted.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Jason Sim <Jason_Sim@sg.msig-asia.com>

Sent: Wednesday, 6 January 2021 10:11 AM

To: Richard Ang <richard_ang@sg.msig-asia.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>; KKLau <kklau@lkkauto.com>

Subject: RE: OD Survey - SFK6800P

Importance: High

Hi Celine,

Please handle this case expeditiously as insured is classified as "VIP".

He wish to have his vehicle repaired and collected soonest.

Thanks

 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.

Warm regards,

Jason Sim

Manager, Claims Services (Motor)

D: +65 6643 1325 | F: +65 6225 7402 | jason_sim@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

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From: Richard Ang <richard_ang@sg.msig-asia.com>

Sent: Wednesday, 6 January 2021 9:17 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Jason Sim <Jason_Sim@sg.msig-asia.com>; Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>

Subject: RE: OD Survey - SFK6800P

Importance: High

Dear Celine,

Our insured is willing to accept this as OD claim.

Please instruct your surveyor, Taufikh to secure best possible repair cost with the repairer. You have our instructions to authorise repair, if consistent.

Excess of \$500/- is applicable under the policy.

Thank you.

Regards,

Richard Ang

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2560 | Direct fax +65 6225 7402 | richard_ang@sg.msig-asia.com



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Please bear with us should there be some service delay during this period.

We encourage all customers and claimants to submit their claims and supporting documents through our online claim portals or via email. During this period, we may take a longer time than usual to process your claim.

We remain committed to serving you and we thank you for your kind understanding.

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From: Celine Fong (LKKAuto) [<mailto:celinefong@lkkauto.com>]

Sent: Tuesday, 5 January 2021 7:06 PM

To: Richard Ang <richard_ang@sg.msig-asia.com>; SUR <sur@lkkauto.com>

Cc: Jason Sim <Jason_Sim@sg.msig-asia.com>; Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>

Subject: RE: OD Survey - SFK6800P

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Dear Richard,

Inspection already done, according to our surveyor Taufikh, \$2,800.00 is the actual amount workshop quoted to insured. Claim estimate not ready yet, likely less than \$3,000.00.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Richard Ang <richard_ang@sg.msig-asia.com>
Sent: Tuesday, 5 January 2021 2:48 PM
To: SUR <sur@lkkauto.com>
Cc: Jason Sim <Jason_Sim@sg.msig-asia.com>; Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>; Chhia Nyuk Pui <NyukPui_Chhia@sg.msig-asia.com>
Subject: RE: OD Survey - SFK6800P
Importance: High

Dear Sir,

Please assist to conduct the survey at Mercedes Benz Service Centre at Alexandra on a without prejudice basis.

You may wish to contact Vincent at 94513445.

We shall advise the applicable excess and other details shortly.

Thank you.

Regards,

Richard Ang

Assistant Executive, Claims Services (Motor)

Direct line +65 6594 2560 | Direct fax +65 6225 7402 | richard_ang@sg.msig-asia.com



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