

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Thursday, 28 January 2021 4:36 PM  
**To:** Lim Zi Liang; SUR  
**Cc:** Yvette Zhao  
**Subject:** RE: FW: Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021 (non-merimen case)  
**Attachments:** SLT46X IA.pdf

Dear Zi Liang,

Enclosed herewith preliminary advice of SLT 46X.

Kindly provide us the claim reference of above mentioned.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Sent:** Tuesday, 26 January 2021 4:36 PM  
**To:** Lim Zi Liang <ZiLiang\_Lim@sg.msig-asia.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Yvette Zhao <yvette@skauto.com.sg>  
**Subject:** Re: FW: Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021 (non-merimen case)

Dear Sir/Madam,

Thank you for your assignment.

**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.**

Best Regards,

**Summer Lee** | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Lim Zi Liang <[ZiLiang\\_Lim@sg.msig-asia.com](mailto:ZiLiang_Lim@sg.msig-asia.com)>

**Sent:** Tuesday, 26 January 2021 4:23 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Yvette Zhao <[yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)>

**Subject:** RE: FW: Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021 (non-merimen case)

### New Appointment


Dear Sir / Madam,

We like to appoint LKK to survey a third party's motor vehicle.

Please contact Ms Yvette from the third party's workshop as per the contact details below.

We look forward to your update.

Thank you and have a great Tuesday.

 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).

**Lim Zi Liang**

Senior Executive, Claim Services

Direct line +65 6594 2527 | Direct fax +65 6221 1829 | [ziliang\\_lim@sg.msig-asia.com](mailto:ziliang_lim@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](http://msig.com.sg)



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**From:** Yvette Zhao <[yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)>

**Sent:** Tuesday, 26 January 2021 4:08 PM

**To:** Lim Zi Liang <[ZiLiang\\_Lim@sg.msig-asia.com](mailto:ZiLiang_Lim@sg.msig-asia.com)>

**Cc:** Falcoe Lee <[falcolee@skauto.com.sg](mailto:falcolee@skauto.com.sg)>; Huey Lee <[hueylee@skauto.com.sg](mailto:hueylee@skauto.com.sg)>

**Subject:** Re: FW: Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021 (non-merimen case)

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

Dear Zi Liang,

Thanks , Pls arrange LKK ASAP.

Thanks & Regards,

*Yvette Zhao*

SK Automobile Pte Ltd

8 Kaki Bukit Ave 4 #08-45/46 Premier @ Kaki Bukit, Singapore 415875

T: 6702 1555 | D: 9296 9185 | F: 6702 1444 | [yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)

Lim Zi Liang <[ZiLiang\\_Lim@sg.msig-asia.com](mailto:ZiLiang_Lim@sg.msig-asia.com)> 于2021年1月26日周二 下午4:05写道 :

**Without Prejudice**

Dear Yvette,

Please refer to your correspondence below.

We advise that our investigation into your third party's claim is still ongoing.


For the pre-repair survey, we wish to appoint LKK Auto Consultants Pte Ltd as our motor surveyor.

In this case, please let us know if you have any comments before we proceed to engage LKK.

Please understand that the foregoing should not be constructed as an admission of liability.

*Please note that by submitting a claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing or having your personal data with our service providers and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing of your claim, which includes investigating the said claim and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for this Purpose. If you do not agree to the above, kindly let us know immediately.*

Best regards,

 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).





**Lim Zi Liang**

Senior Executive, Claim Services

Direct line +65 6594 2527 | Direct fax +65 6221 1829 | [ziliang\\_lim@sg.msig-asia.com](mailto:ziliang_lim@sg.msig-asia.com)



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+65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)    

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**From:** Yvette Zhao <[yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)>

**Sent:** Tuesday, 26 January 2021 3:15 PM

**To:** Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>

**Cc:** Falcoe Lee <[falcolee@skauto.com.sg](mailto:falcolee@skauto.com.sg)>; Huey Lee <[hueylee@skauto.com.sg](mailto:hueylee@skauto.com.sg)>; Lee Wee Ho <[weeho\\_lee@sg.msig-asia.com](mailto:weeho_lee@sg.msig-asia.com)>; Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Subject:** Re: FW: Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021 (non-merimen case)

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

Dear Shu Xiang,

Any update ?

Thanks & Regards,

Yvette Zhao

SK Automobile Pte Ltd  
8 Kaki Bukit Ave 4 #08-45/46 Premier @ Kaki Bukit, Singapore 415875  
T: 6702 1555 | D: 9296 9185 | F: 6702 1444 | [yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)

Yvette Zhao <[yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)> 于2021年1月25日周一 上午10:12写道:

Dear Shu Xiang,

The information as below:

SECURE PARKING  
MSIG: J300273372LPC

Thanks & Regards,

Yvette Zhao

SK Automobile Pte Ltd  
8 Kaki Bukit Ave 4 #08-45/46 Premier @ Kaki Bukit, Singapore 415875  
T: 6702 1555 | D: 9296 9185 | F: 6702 1444 | [yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)


Ong Shu Xiang <[shuxiang\\_ong@sg.msigg.com](mailto:shuxiang_ong@sg.msigg.com)> 于2021年1月22日周五 上午8:55写道:

WITHOUT PREJUDICE

Dear Yvette

We are unable to trace any policy taken up by HDB

Please let us have our policy number so that we can further review this matter.

 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 [msigg.com.sg](https://www.msigg.com.sg).

**Ong Shu Xiang**  
Senior Executive, Claims Services  
D: +65 6643 1337 | F: +65 6643 1349 | [shuxiang\\_ong@sg.msigg.com](mailto:shuxiang_ong@sg.msigg.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 | [msigg.com.sg](https://www.msigg.com.sg)



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**From:** Yvette Zhao <[yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)>

**Sent:** Friday, 22 January 2021 8:43 AM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Cc:** Falcoe Lee <[falcoelee@skauto.com.sg](mailto:falcoelee@skauto.com.sg)>; Huey Lee <[hueylee@skauto.com.sg](mailto:hueylee@skauto.com.sg)>; Lee Wee Ho <[weeho\\_lee@sg.msig-asia.com](mailto:weeho_lee@sg.msig-asia.com)>; Ong Shu Xiang <[shuxiang\\_ong@sg.msig-asia.com](mailto:shuxiang_ong@sg.msig-asia.com)>

**Subject:** Re: FW: Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021 (non-merimen case)

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

Dear Winnie,


Your insured is HDB

Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>于2021年1月22日 周五上午8:40写道:

WITHOUT PREJUDICE

Dear Yvette,

Please let us have the name of our insured in-order to check further by our colleagues from another department. 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](http://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](mailto:pingping_chua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd [4 Shenton Way, #21-01](http://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](http://msig.com.sg)



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**From:** Yvette Zhao <[yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)>

**Sent:** Thursday, 21 January 2021 4:22 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Cc:** Falcoe Lee <[falcoelee@skauto.com.sg](mailto:falcoelee@skauto.com.sg)>; Huey Lee <[hueylee@skauto.com.sg](mailto:hueylee@skauto.com.sg)>

**Subject:** Arrange for " Pre-repair survey " for SLT46X \_ YOUR Insured HDB GANTRY \_ DOA 17.01.2021

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

Dear Motor Claim Department,

Kindly arrange survey for following vehicle,

**Pre-repair survey**

Our Vehicle No. : SLT46X

D.O.A:17.01.2021 10:40

Location Of Accident : JURONG EAST ST 32 GANTRY INTO BLK 371 GANRTY

Vehicle at: [8 Kaki Bukit Ave 4 #08](#)-45, Premier@ Kaki Bukit, Singapore 415875

**Please provide a list of surveyors for further inspection**

Thanks & Regards,

*Yvette Zhao*

SK Automobile Pte Ltd

[8 Kaki Bukit Ave 4 #08](#)-45/46 Premier @ Kaki Bukit , Singapore 415875

T: 6702 1555 | D: 9296 9185 | F: 6702 1444 | [yvette@skauto.com.sg](mailto:yvette@skauto.com.sg)

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Thanks & Regards,

*Yvette Zhao*

SK Automobile Pte Ltd

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