

## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 11 May 2021 4:08 PM  
**To:** Douglas Ong; SUR; assignments  
**Cc:** Marcus Chua (LKKAuto); Rajah Kumar  
**Subject:** RE: MSIG Ref: 634253 -- Your Ref: CC3/MSG21002851/UVF3Q2

Dear Douglas,

Thank you for the email.

Our surveyor has negotiate with the repairer, they are willing to undertake at Lump Sum \$4800 before GST.

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)

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**From:** Douglas Ong <douglas\_ong@sg.msig-asia.com>  
**Sent:** Tuesday, 11 May 2021 12:45 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>; Rajah Kumar <rajah\_kumar@sg.msig-asia.com>  
**Subject:** RE: MSIG Ref: 634253 -- Your Ref: CC3/MSG21002851/UVF3Q2

Hi Veron / Marcus

Thanks for bearing with me. For this case liability is down – no point we provoke them to pass to lawyer.

However we also uncover that the rear bumper could have been purchased at more competitive price. It is only fair that they accept the same.

Can you try see whether they can accept something in between \$ 4400.00 - \$ 5000.00 ?

**Have a great week ahead!**

**Douglas Ong**

Executive, Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | [douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Thursday, 15 April 2021 7:38 AM  
**To:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: Marcus Chua (LKKAuto) <[MarcusChua@lkkauto.com](mailto:MarcusChua@lkkauto.com)>

Subject: RE: MSIG Ref: 634253 -- Your Ref: CC3/MSG21002851/UVF3Q2

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

Dear Douglas,

**item 10 - Rear Bumper Lower Sport (lower spoiler sport type)**



Overall can consider LS \$ 4,400.00 (before GST) would be in order for settlement?

Surveyor has offer repairer LS \$4,400.00, they maintain at LS \$5,000.00

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Monday, 12 April 2021 5:18 PM

**To:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Marcus Chua (LKKAuto) <[MarcusChua@lkkauto.com](mailto:MarcusChua@lkkauto.com)>

**Subject:** RE: MSIG Ref: 634253 -- Your Ref: CC3/MSG21002851/UVF3Q2

Dear Douglas,

Will check and revert.

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)

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**From:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>

**Sent:** Monday, 12 April 2021 5:04 PM

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

**Subject:** MSIG Ref: 634253 -- Your Ref: CC3/MSG21002851/UVF3Q2

Hi Veron / Marcus

Thanks for your Survey Report. TP car SLJ6090E surveyed at Fastech Auto.

Having reviewed the report, would you like to confirm **item 10 - Rear Bumper Lower Sport** at \$ 1200.00 whether there is any typo error?

Overall can consider LS \$ 4,400.00 (before GST) would be in order for settlement?

 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**

**Douglas Ong**  
Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | [douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)



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