

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Friday, 22 October 2021 8:13 AM
To: Douglas Ong; SUR
Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

Dear Douglas,

Thank you for the email.

Will submit report accordingly.

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: Douglas Ong [mailto:douglas_ong@sg.msig-asia.com]
Sent: Thursday, 21 October 2021 4:53 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

Hi Veron

Thanks for bearing with us.

Kindly negotiate with TP workshop as follows:

LS \$ 2,800.00 + GST – 4 working days

Please update on outcome.

Best Regards

Douglas Ong
Claims Services
D: +65 6594 2541 | F: +65 6225 7402 | douglas_ong@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: Douglas Ong
Sent: Monday, 18 October 2021 9:04 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

Hi Veron

Yes I am chasing our side urgently.

 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.

Best Regards

Douglas Ong
Claims Services
D: +65 6594 2541 | F: +65 6225 7402 | douglas_ong@sg.msig-asia.com



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

Sent: Monday, 18 October 2021 8:54 AM

To: Douglas Ong <douglas_ong@sg.msig-asia.com>

Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

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

Dear Douglas,

Any updates?

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: Veron Chen (LKKAuto)

Sent: Thursday, 14 October 2021 1:07 PM

To: Douglas Ong <douglas_ong@sg.msig-asia.com>

Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

Dear Douglas,

Any updates.

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: Douglas Ong [mailto:douglas_ong@sg.msig-asia.com]
Sent: Tuesday, 12 October 2021 2:08 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

Hi Veron

Mr Kumar is wfh this week. I have dropped him an email to follow up.

🔒 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.

Best Regards

Douglas Ong
Claims Services
D: +65 6594 2541 | F: +65 6225 7402 | douglas_ong@sg.msig-asia.com



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Tuesday, 12 October 2021 12:13 PM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

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

Dear Douglas,

Any updates for approval.

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: Douglas Ong [mailto:douglas_ong@sg.msig-asia.com]

Sent: Wednesday, 6 October 2021 3:12 PM

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

Subject: RE: FBN 5299A/ TP / 633344 SEEK MANDATE

Hi Veron

Thanks for bearing with us.

Mr Kumar is still reviewing but we will prioritise to revert quickly.

📌 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.

Best Regards





Douglas Ong

Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | douglas_ong@sg.msig-asia.com



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 6 October 2021 2:24 PM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>
Subject: FW: FBN 5299A/ TP / 633344 SEEK MANDATE

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

Dear Douglas,

Please let us have your approval.

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: Veron Chen (LKKAUTO)
Sent: Monday, 4 October 2021 11:52 AM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: FW: FBN 5299A/ TP / 633344 SEEK MANDATE

Dear Douglas,

Please let us have your approval.

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: Veron Chen (LKKAUTO)
Sent: Thursday, 30 September 2021 5:30 PM
To: Douglas Ong <douglas_ong@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: FBN 5299A/ TP / 633344 SEEK MANDATE

Dear Douglas,

Enclosed herewith Adjuster report of FBN 5299A

Please let us have your approval.

Photos uploaded in merimen.

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)