

RE: SMV6024Y / TP / 256408 SEEK MANDATE**Fievel Foo** <Fievel_Foo@sg.msig-asia.com>

Mon 14/6/2021 9:53 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Cc:** SUR <sur@lkkauto.com>

Dear Denis

We will stick with 8200.

🗨 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.

Thanks with regards

Fievel Foo

Executive, Claim Services (Motor)

D: +65 6643 1316 | F: +65 6225 7402 | Fievel_Foo@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



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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Sent:** Monday, 14 June 2021 7:31 AM**To:** Fievel Foo <Fievel_Foo@sg.msig-asia.com>**Cc:** SUR <sur@lkkauto.com>**Subject:** Re: SMV6024Y / TP / 256408 SEEK MANDATE

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

Dear Fievel,

Please advise.

Best Regards,

Denise Tay | Case Handler**LKK Auto Consultants Pte Ltd**Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Thursday, 10 June 2021 5:03 PM
To: Fievel Foo <Fievel_Foo@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: SMV6024Y / TP / 256408 SEEK MANDATE

Dear Fievel,

Our surveyor tried his hardest to negotiate with repairer but was rejected.

They insisted that they wanted the price that was put up originally for rear bumper at \$1,486 & tailgate at \$3,760 as need to be indent as there were no stock.

Our surveyor had managed to check the part price and reduce it a reasonable amount but still could not accept.

They want lump sum \$8900

Please advise the next step.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Fievel Foo <Fievel_Foo@sg.msig-asia.com>
Sent: Thursday, 10 June 2021 2:57 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SMV6024Y / TP / 256408 SEEK MANDATE

Dear Denise

Please advise your surveyor to reduce 7800 Lump Sum.

📬 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.

Thanks with regards

Fievel Foo
Executive, Claim Services (Motor)
D: +65 6643 1316 | F: +65 6225 7402 | Fievel_Foo@sg.msig-asia.com



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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Thursday, 10 June 2021 9:52 AM
To: Fievel Foo <Fievel_Foo@sg.msig-asia.com>
Cc: SUR <sur@lkkauto.com>
Subject: SMV6024Y / TP / 256408 SEEK MANDATE

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

Dear Fievel,

Enclosed Preliminary Advise of SMV 6024Y

Please let us have your approval.

Photos uploaded in merimen.

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