

RE: OD claim - SMV9422L - LKK ref : CS/MSG21005111/R1TF3N2 - MSIG ref : 635495

Richard Ang <richard\_ang@sg.msig-asia.com>

Wed 1/12/2021 1:56 PM

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

Dear Denise,

We had send back the report to your end earlier.

Thank you.

**Richard Ang**

Executive, Claims Services (Motor)

Direct line +65 6594 2560 | Direct fax +65 6225 7402 | [richard\\_ang@sg.msig-asia.com](mailto:richard_ang@sg.msig-asia.com)




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*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. Please bear with us should there be some service delay during this period. We remain committed to serving you and we thank you for your kind understanding.*

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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>

**Sent:** Wednesday, 1 December 2021 1:48 PM

**To:** Richard Ang <richard\_ang@sg.msig-asia.com>; SUR <sur@lkkauto.com>

**Subject:** Re: OD claim - SMV9422L - LKK ref : CS/MSG21005111/R1TF3N2 - MSIG ref : 635495

<b>EXTERNAL EMAIL:</b> Be careful when you click any links or open any attachment(s).
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Dear Richard,

Please sent back the report in merimen for amendment

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Richard Ang <[richard\\_ang@sg.msig-asia.com](mailto:richard_ang@sg.msig-asia.com)>

**Sent:** Wednesday, 1 December 2021 1:42 pm

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Subject:** RE: OD claim - SMV9422L - LKK ref : CS/MSG21005111/R1TF3N2 - MSIG ref : 635495

Dear Denise,

We refer to your final survey report dated 24<sup>th</sup> June 2021 which we had attached a copy for your easy reference.

We had only received the final repair bill from the repairer yesterday late evening and discovered that the amount does not tally with your report.

According to the repairer, the amount difference is due to parts price difference when they closed the bill, and they are unable to do any adjustment to it.

Please assist to amend your report to tally with the final repair bill.

Thank you.

**Richard Ang**

Executive, Claims Services (Motor)

Direct line +65 6594 2560 | Direct fax +65 6225 7402 | [richard\\_ang@sg.msig-asia.com](mailto:richard_ang@sg.msig-asia.com)



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