

**Re: (Urgent) RE: TP / 262132 SLN7203U SEEK MANDATE**

Denise Tay (LKKAuto) &lt;denisetay@lkkauto.com&gt;

Tue 18/1/2022 9:50 AM

To: Douglas Ong &lt;douglas\_ong@sg.msig-asia.com&gt;; SUR &lt;sur@lkkauto.com&gt;

Dear Douglas,

Sorry for the late respond.

TP workshop doesn't accept your adjustment.

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:** Douglas Ong <douglas\_ong@sg.msig-asia.com>**Sent:** Monday, 17 January 2022 6:41 pm**To:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>**Subject:** FW: (Urgent) RE: TP / 262132 SLN7203U SEEK MANDATE

Dear Denise

We enclose the 10 Day Notice by the 3<sup>rd</sup> Party lawyer for your attention.

Please let us know whether TP workshop accept our adjustment.

**Best Regards****Douglas Ong**

Claims Services (Motor)

D: +65 6594 2541 | F: +65 6225 7402 | [douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +656220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)A Member of **MS&AD** INSURANCE GROUP

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*and/or dealing with 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 the Purpose.*

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**From:** Douglas Ong  
**Sent:** Wednesday, 29 December 2021 11:22 AM  
**To:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Subject:** (Urgent) RE: TP / 262132 SLN7203U SEEK MANDATE  
**Importance:** High

Hi Denise

We last gave our mandate as **LS \$ 6,100.00 + GST – 5 working days.**

However we just received the lawyer's letter. Now they are claiming Cost Of Repair as \$ 10,005.92. See the Repair Bill enclosed.

Did the workshop accept our adjustment?

**Best Regards**

**Douglas Ong**  
Claims Services (Motor)  
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:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Monday, 15 November 2021 10:39 AM  
**To:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>  
**Subject:** Re: TP / 262132 SLN7203U SEEK MANDATE

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

Dear Douglas,

Thank you and will keep you update.

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)

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**From:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>  
**Sent:** Thursday, 11 November 2021 10:49 am  
**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Subject:** RE: TP / 262132 SLN7203U SEEK MANDATE

Hi Denise

Thanks for bearing with us.

We have re-adjusted as follows:

**LS \$ 6,100.00 + GST – 5 working days**

Please proceed to convey and see whether workshop can accept.

**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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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>**Sent:** Monday, 8 November 2021 12:49 PM**To:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>**Subject:** Re: TP / 262132 SLN7203U SEEK MANDATE

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

hi,

Aany update in approval?

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)>**Sent:** Tuesday, 2 November 2021 12:11 pm**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>**Subject:** RE: TP / 262132 SLN7203U SEEK MANDATE

Hi Denise

Noted – we shall revert.

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

**Sent:** Tuesday, 2 November 2021 10:13 AM

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

**Subject:** TP / 262132 SLN7203U SEEK MANDATE

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

Dear Douglas,

Enclosed documents for your review of SLN 7203U

Please let us have your approval

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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