

## Veron Chen (LKKAUTO)

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**From:** Douglas Ong <douglas\_ong@sg.msig-asia.com>  
**Sent:** Monday, 30 May 2022 4:11 PM  
**To:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: SMS 2958U / TP / 262941 SEEK MANDATE

Hi Veron

Having reconsidered this matter, we agree with your adjustment.

Please proceed accordingly. Thank you.

**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: +65

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**From:** Douglas Ong  
**Sent:** Tuesday, 17 May 2022 2:45 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Rajah Kumar <rajah\_kumar@sg.msig-asia.com>  
**Subject:** RE: SMS 2958U / TP / 262941 SEEK MANDATE

Hi Veron

Re your survey photo 10/26 on the wing mirror.

We are of the view there is no indication/evidence there was damage.

Are there anymore photos? Otherwise we cannot approve the wing mirror and our mandate would only stays at \$ 3,150.00.

**Best Regards**

**Douglas Ong**

Claims Services (Motor)

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



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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Wednesday, 4 May 2022 7:43 AM

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

**Cc:** Rajah Kumar <[rajah\\_kumar@sg.msigg-asia.com](mailto:rajah_kumar@sg.msigg-asia.com)>

**Subject:** RE: SMS 2958U / TP / 262941 SEEK MANDATE

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Dear Douglas,

We have informed repairer as per your recommendation.

They disagree on the proposed repair cost.

Repairer request to close on the amount of LS \$3,650/-, as stated on the Marked Estimate

Please advised

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto: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.msigg-asia.com](mailto:douglas_ong@sg.msigg-asia.com)>

**Sent:** Monday, 25 April 2022 12:30 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Cc: Rajah Kumar <[rajah\\_kumar@sg.msig-asia.com](mailto:rajah_kumar@sg.msig-asia.com)>  
Subject: FW: SMS 2958U / TP / 262941 SEEK MANDATE

H Veron

Thanks for being patient with us.

Recommended cost of repair @ lump sum \$3,150.00.

Please convey to TP workshop.

**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:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Tuesday, 19 April 2022 12:31 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)>  
**Subject:** FW: SMS 2958U / TP / 262941 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](mailto: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, 7 February 2022 10:20 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)>  
**Subject:** SMS 2958U / TP / 262941 SEEK MANDATE

Dear Douglas,

Enclosed herewith Preliminary Advise, adjuster report and mark estimate of SMS 2958U

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](mailto:sur@lkkauto.com) | fax: 6256-4315

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