

## Shiau Chan (LKKAuto)

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**From:** Douglas Ong <douglas\_ong@sg.msig-asia.com>  
**Sent:** Thursday, 9 June 2022 11:17 AM  
**To:** Shiau Chan (LKKAuto); SUR  
**Cc:** Rajah Kumar  
**Subject:** RE: FINAL & URGENT Reminder : MSIG Claims Ref: 270475 -- RE: Accident involving PA8051E & SJD1673L (MSIG) on 24/02/2022

Hi Shiau Chan

We agree to your adjustment.

Please proceed accordingly. Thanks.

**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 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Sent:** Thursday, 9 June 2022 10:28 AM  
**To:** Douglas Ong <douglas\_ong@sg.msig-asia.com>; Rajah Kumar <rajah\_kumar@sg.msig-asia.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: FINAL & URGENT Reminder : MSIG Claims Ref: 270475 -- RE: Accident involving PA8051E & SJD1673L (MSIG) on 24/02/2022

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Dear Douglas,

We have double checked and confirmed with M/s: Borneo Motors and the prices for the 3 items: Front Bumper, LH Headlamp & LH passenger door in the estimate of the workshop is reasonable.

Our revised cost of repair at Lump Sum \$2,700.00.

Kindly advise.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

**Sent:** Thursday, 2 June 2022 9:41 PM

**To:** Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)>; Rajah Kumar <[rajah\\_kumar@sg.msig-asia.com](mailto:rajah_kumar@sg.msig-asia.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>

**Subject:** RE: FINAL & URGENT Reminder : MSIG Claims Ref: 270475 -- RE: Accident involving PA8051E & SJD1673L (MSIG) on 24/02/2022

Dear Ms Lau

Without Prejudice

Thank you for our conversation this afternoon.

We understand the Cost Of Repair has not been finalised with you by our appointed surveyor.

As such we are unable to make you any offer for time being. LKK would get in touch with you soon.

Aside to Shiau Chan (LKK) -- As discussed this afternoon please resolve this issue asap with the repairer. Thanks.

**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:** Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)>

**Sent:** Thursday, 2 June 2022 11:16 AM

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

**Cc:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>; Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>

**Subject:** Re: FINAL & URGENT Reminder : MSIG Claims Ref: 270475 -- RE: Accident involving PA8051E & SJD1673L (MSIG) on 24/02/2022

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

Hi Douglas

We refer to the email dated 04 Apr 2022

Please let us have your offer.

Thank you  
Ms Lau  
Tel: 8188 4136  
Connect 3  
566 Woodlands Road  
(Mandai Estate) S 728697

On Tue, May 24, 2022 at 10:54 AM Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)> wrote:

Hi Douglas

We refer to the email dated 04 Apr 2022

Please let us have your offer.

Thank you  
Ms Lau  
Tel: 8188 4136  
Connect 3  
566 Woodlands Road  
(Mandai Estate) S 728697

On Thu, May 12, 2022 at 9:47 AM Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)> wrote:

Hi Douglas

We refer to the email dated 04 Apr 2022

Please let us have your offer.

Thank you  
Ms Lau  
Tel: 8188 4136  
Connect 3  
566 Woodlands Road  
(Mandai Estate) S 728697

On Fri, May 6, 2022 at 1:43 PM Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)> wrote:

Hi Douglas

We refer to the email dated 04 Apr 2022

Please let us have your offer.

Thank you

Ms Lau

Tel: 8188 4136

Connect 3

566 Woodlands Road

(Mandai Estate) S 728697

On Sat, Apr 23, 2022 at 11:41 AM Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)> wrote:

Hi Douglas

Pls kindly advise on yr offer for this case for a direct settlement.

Thanks

On Mon, Apr 11, 2022 at 11:16 AM Douglas Ong <[douglas\\_ong@sg.msig-asia.com](mailto:douglas_ong@sg.msig-asia.com)> wrote:

Dear Winnie

Without Prejudice

This matter has our attention.

We are reviewing our file and shall revert.

Kindly bear with us.

**Best Regards**

**Douglas Ong**

Claims Services (Motor)

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



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**From:** Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>

**Sent:** Monday, 4 April 2022 2:03 PM

**To:** Claims SG <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>; Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)>

**Subject:** Accident involving PA8051E & SJD1673L ( your insured ) on 24/02/2022

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Afternoon

Attached is the LOD, LOA & Tax Inv for yr ref.

Pls kindly get the officer to revert on yr offer.

Thanks

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Winnie Chai

Connect3

HP:9850-9666

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Winnie Chai

Connect3

HP:9850-9666