

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Tuesday, 22 October 2024 2:31 PM  
**To:** Joanne Yong Lai Fong; 'Karen Tan'  
**Cc:** Daphne Lee (LKK Auto); Admin A  
**Subject:** RE: MSFCIL Ref: D24008728MFCT/CTPL/JY/TPD-2 || OUR REF: Hyundai Ioniq AE Hybrid - SMG6179M - TP claim / Your ref: Hyundai Ioniq AE - SHB6396M - Register claim/ Advise liability \*\*\* LKK REF: CD/FCI24100115/Rma3  
**Attachments:** Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf; LKK SURVEY PHOTO.pdf

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please note that our officer in charge is Daphne.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

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

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Tuesday, 22 October 2024 1:55 PM  
**To:** Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>; 'Nordin Bin Mohammad' <nordin.mohammad@hyundaimotors.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Cc:** 'Heng Swee Hee' <shheng@hyundaimotors.com.sg>; 'Foong Yao Jie (Jack)' <Foong.Yao@hyundaimotors.com.sg>; 'Robyn Chin Zhi Shen' <robyn.chin@hyundaimotors.com.sg>  
**Subject:** RE: MSFCIL Ref: D24008728MFCT/CTPL/JY/TPD-2 || OUR REF: Hyundai Ioniq AE Hybrid - SMG6179M - TP claim / Your ref: Hyundai Ioniq AE - SHB6396M - Register claim/ Advise liability

Dear Joanne,

Thank you for the email.

**Dear CS Team,**

**CD/FCI24100115/Xma3 (SMG 6179M)**

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**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:** Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>

**Sent:** Tuesday, 22 October 2024 1:44 PM

**To:** 'Nordin Bin Mohammad' <[nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'Heng Swee Hee' <[shheng@hyundaimotors.com.sg](mailto:shheng@hyundaimotors.com.sg)>; 'Foong Yao Jie (Jack)' <[Foong.Yao@hyundaimotors.com.sg](mailto:Foong.Yao@hyundaimotors.com.sg)>; 'Robyn Chin Zhi Shen' <[robyn.chin@hyundaimotors.com.sg](mailto:robyn.chin@hyundaimotors.com.sg)>

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WITHOUT PREJUDICE

Dear Sir,

The liability is clear but with quantum to be agreed.

Thanks, and regards,

Joanne Yong  
Motor Claims

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | [TEL: 6359 1823](tel:63591823)  
| Fax No. : 6223 0541 | Company Regn. No. 195000106C

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**From:** Nordin Bin Mohammad <[nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)>

**Sent:** Tuesday, 22 October 2024 7:42 am

**To:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** Heng Swee Hee <[shheng@hyundaimotors.com.sg](mailto:shheng@hyundaimotors.com.sg)>; Foong Yao Jie (Jack) <[Foong.Yao@hyundaimotors.com.sg](mailto:Foong.Yao@hyundaimotors.com.sg)>;

Robyn Chin Zhi Shen <[robyn.chin@hyundaimotors.com.sg](mailto:robyn.chin@hyundaimotors.com.sg)>; Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>

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Dear Joanne,

Any update on this claim as survey has been done on 15/10/2024.

Kindly advise on liability. Thank you.

Warmest Regards,

**Nordin Bin Mohammad**

**Vehicle Assessor Officer, Service**

**KOMOCO MOTORS PTE LTD**

253 Alexandra Road

#01-01 Singapore 159936

Email [nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)

HP (65) 86998507

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**From:** Nordin Bin Mohammad

**Sent:** Friday, 4 October 2024 3:03 pm

**To:** 'Joanne Tan Jo Ann' <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>

**Cc:** Heng Swee Hee <[shheng@hyundaimotors.com.sg](mailto:shheng@hyundaimotors.com.sg)>; Foong Yao Jie (Jack) <[Foong.Yao@hyundaimotors.com.sg](mailto:Foong.Yao@hyundaimotors.com.sg)>;

Robyn Chin Zhi Shen <[robyn.chin@hyundaimotors.com.sg](mailto:robyn.chin@hyundaimotors.com.sg)>; Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>

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Dear Joanne,

I would like to appoint LKK Auto Consultants Pte Ltd for the survey.

Thank you.

Warmest Regards,

**Nordin Bin Mohammad**

**Vehicle Assessor Officer, Service**

**KOMOCO MOTORS PTE LTD**

253 Alexandra Road

#01-01 Singapore 159936

Email [nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)

HP (65) 86998507

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**From:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>

**Sent:** Friday, 4 October 2024 2:25 pm

**To:** Nordin Bin Mohammad <[nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)>

**Cc:** Heng Swee Hee <[shheng@hyundaimotors.com.sg](mailto:shheng@hyundaimotors.com.sg)>; Foong Yao Jie (Jack) <[Foong.Yao@hyundaimotors.com.sg](mailto:Foong.Yao@hyundaimotors.com.sg)>;

Robyn Chin Zhi Shen <[robyn.chin@hyundaimotors.com.sg](mailto:robyn.chin@hyundaimotors.com.sg)>; Joanne Yong Lai Fong <[JoanneYong@msfirstcapital.com.sg](mailto:JoanneYong@msfirstcapital.com.sg)>

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**WITHOUT PREJUDICE**

OUR REF: D24008728MFCT/CTPL/JY/TPD-2

YOUR REF: SMG6179M

Dear Sirs

We refer to your survey request dated 04/10/2024.

Please find below our list of surveyors for your reference. Kindly select from our list below and inform us of your choice within the next 2 days.

1. Autoprobe Consultants
2. Priority Services
3. Vicom Ltd
4. LKK Auto Consultants Pte Ltd

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank you and Regards,

Joanne Tan

Motor Claims

**MS First Capital Insurance Ltd**

16 Raffles Quay #42-01 Hong Leong Building|Singapore 048581

D: 6359 1800| F: 6223 0541 | Reg. No. 195000106C

Website <http://www.msfirstcapital.com.sg>

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**From:** Nordin Bin Mohammad <[nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)>

**Sent:** Friday, October 4, 2024 8:30 AM

**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>

**Cc:** Heng Swee Hee <[shheng@hyundaimotors.com.sg](mailto:shheng@hyundaimotors.com.sg)>; Foong Yao Jie (Jack) <[Foong.Yao@hyundaimotors.com.sg](mailto:Foong.Yao@hyundaimotors.com.sg)>;

Robyn Chin Zhi Shen <[robyn.chin@hyundaimotors.com.sg](mailto:robyn.chin@hyundaimotors.com.sg)>

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Hi,

Above attached for your attention.

Kindly assist to register the claim and hold a survey until liability is clear.

Please advise the liability once your insured done the report.

Look forward to hearing from you.

Thank you.

Warmest Regards,

**Nordin Bin Mohammad**

**Vehicle Assessor Officer, Service**

**KOMOCO MOTORS PTE LTD**

253 Alexandra Road

#01-01 Singapore 159936

Email [nordin.mohammad@hyundaimotors.com.sg](mailto:nordin.mohammad@hyundaimotors.com.sg)

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