

Yan (LKK Auto)

From: Serene Ler <Serenerler@msfirstcapital.com.sg>
Sent: Wednesday, 5 November 2025 11:53 am
To: Yan (LKK Auto)
Cc: Hsiao Tong (LKKAuto)
Subject: RE: [RE-SEEK MANDATE APPROVAL] - OUR REF: D24010194MFCT/CTPL/TPD 2 *** LKK REF: CD/FCI24110437/Rua3

Dear Yan,

Refer to your email today and attachment therein.

You have our revised mandate to settle at \$11,593.95 all-in.

Best Regards,

Serene Ler

Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

16 Raffles Quay, #42-01 Hong Leong Building | Singapore 048581 | Reg. No. 195000106C

☎: 6359 1814 | Tel: 6359 1800 | Fax: 6223 0541

Motor Claims: motor_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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From: Yan (LKK Auto) <yan@lkkauto.com>
Sent: Wednesday, 5 November 2025 10:44 am
To: Serene Ler <Serenerler@msfirstcapital.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: [RE-SEEK MANDATE APPROVAL] - OUR REF: D24010194MFCT/CTPL/TPD 2 *** LKK REF: CD/FCI24110437/Rua3

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Dear Serene,

TP rejected offer without search fee gst and counter propose total at \$11,593.95(all-in).

Attached file is the search fee invoice for reference.

Kindly let us have your approval/instructions.

Thank you.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | fax: 6256-4315

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

From: Serene Ler <Sereneler@msfirstcapital.com.sg>

Sent: Friday, 20 June 2025 23:38

To: Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: [RE-SEEK MANDATE APPROVAL] - OUR REF: D24010194MFCT/CTPL/TPD 2 *** LKK REF: CD/FCI24110437/Rua3

Dear Yan,

As the LTA search was made by Volkswagen – GST registered, therefore they can seen input tax from Comptroller of GST. Therefore, only \$2 is applicable.

For amicable settlement, we are agreeable to the LOR @100+GST. As such, you have our revised mandate to settle at best \$11,593.77.

[COR: \$10,719.77 + LOR: \$872 + LTA search fee: \$2]

INSURER ENQUIRY	% RESULT & RECEIPT
Find insurer Vehicle reg. no. SHD3640S Date of Accident 18/11/2024 Reset	TP Insurer Enquiry Insurance MS First Capital Insurance Ltd Period of Insurance 01/01/2024 - 31/12/2024 Requested By Christopher Anthonidas (Volk... Requested Date 18/11/2024 15:30 Payment details Request Amount: \$52 GST Amount: \$50.18 Total Amount Due (GST Inclusive): \$52.18 General Insurance Association Records Management Centre GST Registration No: M400017735

Thanks and Regards,

Serene Ler

Motor Claims

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From: Yan (LKK Auto) <yan@lkkauto.com>

Sent: Wednesday, 18 June 2025 11:55 am

To: Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: [RE-SEEK APPROVAL/INSTRUCTION] RE: [SEEK MANDATE] RE: NEW ASSIGNMENT (OUR REF: D24010194MFCT/CTPL/TPD 2) *** LKK REF: CD/FCI24110437/Rua3

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Dear Serene,

TP rejected our offer of LOR at 8days without gst, counter propose LOR at 8 days at \$100 per day +9%gst.

We seek your approval to revise offer repairer "VOLKSWAGEN GROUP SINGAPORE PTE LTD" at **\$11,593.95 (all-in).**

	OFFER TP	Counter propose
1. Cost of Repair	\$ 10,719.77	\$ 10,719.77
2. Loss of Rental	\$ 800.00 (8days x \$100.00)	\$ 872.00 (8days x \$100.00)+9%gst
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.18 (with gst)
Total	<u>\$ 11,521.77</u>	<u>\$ 11,593.95</u>

Kindly review and let us have your instructions/approval.

Thank you.

For future correspondence, please remove meikwan@lkkauto.com and admin-a@lkkauto.com in your email. Thanks.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Serene Ler <Sereneler@msfirstcapital.com.sg>

Sent: Tuesday, April 29, 2025 3:54 PM

To: Yan (LKK Auto) <yan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: [SEEK MANDATE] RE: NEW ASSIGNMENT (OUR REF: D24010194MFCT/CTPL/TPD 2) *** LKK REF: CD/FCI24110437/Rua3

Dear Yan,

As TPV is 1.5L, under NIMA Benchmark for LOR is \$100/day.

You have our mandate to negotiate settlement at best possible terms: **\$11,321.77 and up to \$11,521.77 all-in.**

For LTA purchased by Volkswagen a GST registered, therefore no double recovery. To offer w/o GST.

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SHD3640S

Date of Accident

18/11/2024

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance MS First Capital Insurance Ltd

Period of Insurance 01/01/2024 - 31/12/2024

Requested By Christopher Anthonidas (Volk...

Requested Date 18/11/2024 15:30

Payment details

Request Amount: **\$S2** ✓GST Amount: **\$S0.18** ✗Total Amount Due (GST Inclusive): **\$S2.18**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Thanks and Regards,

Serene Ler

Motor Claims

MS First Capital Insurance LimitedA Member of **MS&AD** Insurance Group

16 Raffles Quay, #42-01 Hong Leong Building | Singapore 048581 | Reg. No. 195000106C

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From: Yan (LKK Auto) <yan@lkkauto.com>**Sent:** Monday, April 28, 2025 2:53 PM**To:** Serene Ler <Sereneler@msfirstcapital.com.sg>**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Subject:** [SEEK MANDATE] RE: NEW ASSIGNMENT (OUR REF: D24010194MFCT/CTPL/TPD 2) *** LKK REF: CD/FCI24110437/Rua3

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Your ref: **D24010194MFCT**

Our ref : CD/FCI24110437/Rua3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHD 3640S(MS FCIL) AND SNG 7407L(TP) ON 18/11/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as insured change lane and side swipe TP vehicle.

We seek your approval to offer repairer **"VOLKSWAGEN GROUP SINGAPORE PTE LTD"** at **\$11,681.95(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$14,289.28	\$10,719.77 (\$9,834.65+9%GST)
2. Loss of Rental (8days x \$120.00)	\$ 960.00	\$ 960.00 (8DAYS X \$120.00)
3. LTA/GIA search fee	\$ 2.18	\$ 2.18
Total	\$15,251.46	\$11,681.95

Surveyor recommended 5 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 26/12/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315

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

-----Original Message-----

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, December 2, 2024 2:29 PM

To: Serene Ler <Sereneler@msfirstcapital.com.sg>

Cc: Yan (LKK Auto) <yan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: NEW ASSIGNMENT (OUR REF: D24010194MFCT/CTPL/TPD 2) *** LKK REF: CD/FCI24110437/Rua3

Hi Serene,

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 Yan.

Cheers to a Wonderful Christmas and a Happy New Year 2025 !

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Thursday, 21 November 2024 11:28 AM

To: Aini Binte <Aini@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: RE: NEW ASSIGNMENT (OUR REF: D24010194MFCT/CTPL/TPD 2)

Dear Aini,

Thank you for the assingment.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Aini Binte <Aini@msfirstcapital.com.sg>

Sent: Thursday, November 21, 2024 10:36 AM

To: assignments <assignments@lkkauto.com>

Cc: Ong Michelle (VGS - SG/Singapore) <michelle.ong@vw.com.sg>; Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: NEW ASSIGNMENT (OUR REF: D24010194MFCT/CTPL/TPD 2)

Insured Vehicle No : SHD3640S

TP Vehicle No : SNG7407L

Claim No : D24010194MFCT

Workshop Name : VOLKSWAGEN GROUP SINGAPORE PTE LTD

Our Surveyor : LKK AUTO CONSULTANTS PTE LTD

Instructions : Direct Settlement - Est. \$13,404.38

Quantum to be agreed

Created By : AINI

Verified By : SERENE

Approved By : SERENE

This is a computer generated mail. Do not reply to this mail.