

Hsiao Tong (LKKAuto)

From: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Monday, 3 March 2025 11:14 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

Dear Sirs/Mdm,

We have received the LOD. Kindly let us have the survey report soonest.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. : 6223 0541 | Company Regn. No. 195000106C

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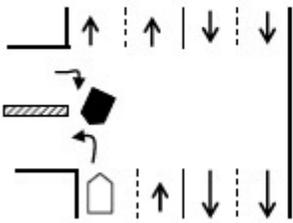
From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, January 10, 2025 4:54 PM
To: Karen Tan <karentan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

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Dear Karen,

We have checked with third party repairer, no further video footage due to technical issue.

As discussed, we are of the view that BOLA 11(d) is applicable. Thanks.

11.	(d) New 	Vehicle X – U-turning Vehicle Y – Turning left *All U-turns (legal / illegal), or turns not prohibited by road markings. Reason: All vehicles making turn or u-turn across main road must exercise greater caution.	100%	0%
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Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Karen Tan

Sent: Friday, 10 January 2025 4:16 PM

To: Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

Dear Hsiao Tong,

The attached videos did capture the scene prior to and after the accident. Pls assist to obtain longer version prior to the accident especially on the traffic light.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. :

6223 0541 | Company Regn. No. 195000106C

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, January 10, 2025 2:53 PM

To: Karen Tan <karentan@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

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Dear Karen,

According to third party repairer, there is some technical error in the video footage. However, after the accident happen, third party claimant managed to record with his, mobile phone. Please see attached provided by third party repairer.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Friday, 10 January 2025 2:25 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

Dear Hsiao Tong,
With reference to emails below.
Kindly let us have the TP video footage of the accident soonest.
Best Regards,

Karen Tan
Motor Claims Dept.
MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. : 6223 0541 | Company Regn. No. 195000106C

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From: Karen Tan
Sent: Tuesday, November 26, 2024 9:08 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

Dear Hsiao Tong,
Based on the video available, TP video footage did not show the accident.
You may wish to request from the workshop for record.
Best Regards,

Karen Tan
Motor Claims Dept.
MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. : 6223 0541 | Company Regn. No. 195000106C

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, November 26, 2024 8:49 AM
To: Karen Tan <karentan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

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Dear Karen,
Please share a copy of third party video footage for our viewing, Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Veron Chen (LKKAuto)

Sent: Friday, 22 November 2024 3:53 PM

To: Karen Tan <karentan@msfirstcapital.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

Dear Karen,

Noted with thanks.

Enclosed with amend preliminary revised.

Dear CS Team,

Kindly follow up.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: sur@lkkauto.com fax:6256-4315

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

From: Karen Tan <karentan@msfirstcapital.com.sg>

Sent: Friday, 22 November 2024 3:19 PM

To: Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Edwin Alegre (Eurokars) <edwin.alegre@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Vion Lim LS <vion.lim.ls@eurokars.com.sg>; Manojj Baloo <manojj.baloo@porsche.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; Lee Yao Sheng <yaosheng.lee@eurokars.com.sg>; Oh Hui Wen <huiwen.oh@eurokars.com.sg>; ESPL Claims Admin <claims.espl@eurokars.com.sg>

Subject: MSFC REF: D24010082MFCT/TPD2/KT: - THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Sirs/Mdm,

We refer to your email below.

We agreed to Direct Settlement subject to quantum to be agreed. Please liaise with our surveyor for the necessary.

Aside to Veron (LKK),

FYNA.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 16 Raffles Quay #42-01 Hong Leong Building Singapore 048581 | DID : 6359 1805 | Fax No. :

6223 0541 | Company Regn. No. 195000106C

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From: Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>
Sent: Thursday, November 21, 2024 2:32 PM
To: Betty Wong <BettyWong@msfirstcapital.com.sg>
Cc: Edwin Alegre (Eurokars) <edwin.alegre@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Vion Lim LS <vion.lim.ls@eurokars.com.sg>; Manojj Baloo <manojj.baloo@porsche.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; Lee Yao Sheng <yaosheng.lee@eurokars.com.sg>; Oh Hui Wen <huiwen.oh@eurokars.com.sg>; ESPL Claims Admin <claims.espl@eurokars.com.sg>; Karen Tan <karentan@msfirstcapital.com.sg>
Subject: RE: THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

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Dear Officer,
We would appreciate it if you could kindly let us know the liability/status of this claim ASAP.
Our customer is chasing.
Thank You.
Best Regards,

Muhammad Nur Faiz Bin Sanat (Mr)
Claim Advisor | Body & Paint

27A Tanjong Penjurong Singapore 609042
Tel. +65 8545 3484 Office Tel. +65 8820 8623
faiz.sanat@porsche.com.sg

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From: Betty Wong <BettyWong@msfirstcapital.com.sg>
Sent: 19 November 2024 10:41 AM
To: Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>
Cc: Edwin Alegre (Eurokars) <edwin.alegre@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Vion Lim LS <vion.lim.ls@eurokars.com.sg>; Manojj Baloo <manojj.baloo@porsche.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; Lee Yao Sheng <yaosheng.lee@eurokars.com.sg>; Oh Hui Wen <huiwen.oh@eurokars.com.sg>; ESPL Claims Admin <claims.espl@eurokars.com.sg>; Karen Tan <karentan@msfirstcapital.com.sg>
Subject: FW: THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

WITHOUT PREJUDICE

OUR REF : D24010082MFCT/CTPL/TPD 2

YOUR REF : SND7700E (TP VEHICLE)

Dear Sirs/Mdm

We refer to your survey request dated 18.11.2024.

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. LKK Auto Consultants Pte Ltd

3. Priority Services
4. Vicom 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

Regards

Betty Wong

Motor Claims Department

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: Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>

Sent: Monday, 18 November 2024 3:28 pm

To: Motor_Claims <Motor_Claims@msfirstcapital.com.sg>

Cc: Edwin Alegre (Eurokars) <edwin.alegre@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>;

Vion Lim LS <vion.lim.ls@eurokars.com.sg>; Manoj Baloo <manoj.baloo@porsche.com.sg>; Jobi Thomas

<jobi.thomas@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; Lee Yao Sheng

<yaosheng.lee@eurokars.com.sg>; Oh Hui Wen <huiwen.oh@eurokars.com.sg>; ESPL Claims Admin

<claims.espl@eurokars.com.sg>

Subject: THIRD PARTY CLAIM - SND7700E - PORSCHE CAYMAN - DOA:14/11/2024

Dear Officer,

Your Insured: SHD3336X

Our Claimant: SND7700E

We are assisting our claimant, to claim against your insured,

Attached is the **SND7700E** GIA report & estimate for your perusal.

We would appreciate it if you could kindly let us know the liability/status of this claim.

Kindly arrange for a survey.

Thank You.

Best Regards,

Muhammad Nur Faiz Bin Sanat (Mr)

Claim Advisor | Body & Paint

27A Tanjong Penjur Singapore 609042

Tel. +65 8545 3484 Office Tel. +65 8820 8623

faiz.sanat@porsche.com.sg

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