

## Hsiao Tong (LKKAuto)

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**From:** Eunice Chin Mei Yee <EuniceChin@msfirstcapital.com.sg>  
**Sent:** Friday, 7 March 2025 9:22 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Serene Ler; Admin A  
**Subject:** RE: [MANDATE] - D24010368MFCT // LKK REF: CD/FCI24110559/Upa3q2(N)

Dear Sir/Madam,

Mandate to offer: **\$5,194.00 (all-in).**

Thanks & regards,  
**Eunice Chin**  
Motor Claims

**MS First Capital Insurance Ltd**  
16 Raffles Quay  
#42-01 Hong Leong Building  
Singapore 048581

DID: 6359 1802 | TEL: 6359 1800 extn 802 | FAX: 6223 0541  
Website <http://www.msfirstcapital.com.sg>

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, February 27, 2025 9:55 AM  
**To:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [SEEK MANDATE] YOUR REF: D24010368MFCT // LKK REF: CD/FCI24110559/Upa3q2(N)

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.

Your ref: **D24010368MFCT**  
Our ref : CD/FCI24110559/Upa3q2(N)

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SHB3019Y(MS FCIL) / SLP5512E(TP) / OTHERS ON 24/11/2024**

We refer to the above matter.

SKT630X -> SMV1502S -> SML2170L -> SHB3019Y(OI)-> SLP5512E(TP)

This is a 3 vehicles chain collision whereby our insured was the 2<sup>nd</sup> vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"PROGRESSIVE CAR CARE PTE LTD"** at **\$5,194.00(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (WITH GST)	\$ 15,498.44	\$ 5,014.00 (\$4,600.00 + 9%GST)
2. Loss of USE (03days x \$60.00)	\$ 180.00	\$ 180.00 (03days x \$60.00)
<b>Total</b>	<b>\$ 15,678.44</b>	<b><u>\$ 5,194.00</u></b>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 26/02/2025 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, 24 January 2025 9:12 AM

To: Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Subject: RE: NEW SURVEY ASSIGNMENT - OUR REF: D24010368MFCT // LKK REF: CD/FCI24110559/Upa3q2(N)

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice

- Photographs of TP vehicle in its damaged condition

Thank you.

Wishing You a Prosperous & Joyful Chinese New Year 2025!

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) -----Original Message-----

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

Sent: Wednesday, 27 November 2024 9:22 AM

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

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

Subject: RE: NEW SURVEY ASSIGNMENT - OUR REF: D24010368MFCT

Dear Caroline,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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: Caroline Cabrera <Caroline@msfirstcapital.com.sg>

Sent: Tuesday, November 26, 2024 5:29 PM

To: assignments <assignments@lkkauto.com>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>; Claims <claims@procarcare.com.sg>

Subject: NEW SURVEY ASSIGNMENT - OUR REF: D24010368MFCT

Dear Sir,

Please find the attached documents for survey assignment.

Thank you.

Regards,

Caroline Cabrera  
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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-----Original Message-----

From: [support@msfirstcapital.com.sg](mailto:support@msfirstcapital.com.sg) <[support@msfirstcapital.com.sg](mailto:support@msfirstcapital.com.sg)>  
Sent: Tuesday, November 26, 2024 5:10 PM  
To: Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>  
Subject: MT00018595 is Approved

Insured Vehicle No : SHB3019Y  
TP Vehicle No : SLP5512E  
Claim No : D24010368MFCT  
Workshop Name : PROGRESSIVE CAR CARE PTE LTD  
Our Surveyor : LKK AUTO CONSULTANTS PTE LTD  
Instructions : Direct Settlement - Est. COR \$15,498.45  
Quantum to be agreed

Created By : CAROLINE  
Verified By : SERENE  
Approved By : SERENE

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