
RE: [SEEK MANDATE]- D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF:
CD/FCI24120407/Epa3

From Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>

Date Mon 3/2/2025 2:21 PM

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

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

Dear Hsiao,

Pls proceed as per your email.

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

A Member of  INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.

Please refer to www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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

Sent: Monday, 3 February 2025 2:03 pm

To: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>

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

Subject: Re: [SEEK MANDATE]- D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF:
CD/FCI24120407/Epa3

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 Sirs/Mdm,

Please advise mandate, 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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 31 December 2024 9:05 am

To: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>

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

Subject: [SEEK MANDATE]- D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF: CD/FCI24120407/Epa3

Your ref: **D24011031MFCT**

Our ref : CD/FCI24120407/Epa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHD7066Z(MS FCIL) AND SLM2680M(TP) ON 16/12/2024

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "DICKSON AUTO CARE CENTRE PTE LTD" at **\$1,473.68(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 2,137.10	\$ 1,253.50 (\$1,150.00 + 9%GST)
2. Loss of RENTAL (2days x \$100.00)(with GST)	\$ 218.00	\$ 218.00 (2days x \$100.00)(+9%GST)
3. LTA/GIA SEARCH FEE	\$ 2.18	\$ 2.18
Total	\$ 2,357.28	<u>\$ 1,473.68</u>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 30/12/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Cheers to a Wonderful Christmas and a Happy 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)

From: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>
Sent: Monday, 30 December 2024 4:44 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF: CD/FCI24120407/Epa3

Dear Mei Kwan,

Apologies.

Pls find the attachment

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

A Member of **MS&AD** INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.
Please refer to www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 30 December 2024 4:39 pm
To: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF: CD/FCI24120407/Epa3

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.

Hi Joanne,

DOA was on 16.12.2024....

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

From: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>
Sent: Monday, 30 December 2024 4:35 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF: CD/FCI24120407/Epa3

Dear Mei Kwan,

Pls find the attachment.

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

A Member of  INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.
Please refer to www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 30 December 2024 9:12 am
To: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: D24011031MFCT SURVEY TP CLAIM: SLM2680M *** LKK REF: CD/FCI24120407/Epa3

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.

Hi Joanne,

Please resend OI GIA report for this case.

Wrong report provided in previous email.

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)

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, 19 December 2024 7:17 AM
To: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>; 'mahirah@dacc.com.sg' <mahirah@dacc.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'junteo@dacc.com.sg' <junteo@dacc.com.sg>; 'Randell Goon Wei Fatt' <randellgoon@dacc.com.sg>; 'Poon DACC' <poon@dacc.com.sg>; 'SIEWYING' <siewying@dacc.com.sg>; 'choonxiang@dacc.com.sg' <choonxiang@dacc.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: D24011031MFCT SURVEY TP CLAIM: SLM2680M

Dear Joanne,

Thank you for the email.

Dear CS Team,

Kindly assist for DS.

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

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: Joanne Yong Lai Fong <JoanneYong@msfirstcapital.com.sg>
Sent: Wednesday, 18 December 2024 9:58 PM
To: 'mahirah@dacc.com.sg' <mahirah@dacc.com.sg>
Cc: 'junteo@dacc.com.sg' <junteo@dacc.com.sg>; 'Randell Goon Wei Fatt' <randellgoon@dacc.com.sg>; 'Poon DACC' <poon@dacc.com.sg>; 'SIEWYING' <siewying@dacc.com.sg>; 'choonxiang@dacc.com.sg' <choonxiang@dacc.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: D24011031MFCT SURVEY TP CLAIM: SLM2680M

WITHOUT PREJUDICE

Dear Sir,

The liability is clear but with quantum to be agreed.

Dear LKK Auto,

Pls proceed for DS.

Thanks, and regards,

Joanne Yong
Motor Claims

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.
Please refer to www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

From: DACC Mahirah <mahirah@dacc.com.sg>

Sent: Wednesday, 18 December 2024 1:39 pm

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>; Eileen Wang Chai Ling
<EileenWang@msfirstcapital.com.sg>

Cc: Mary Nelson <marynelson@msfirstcapital.com.sg>; Novin Siah <NovinSiah@msfirstcapital.com.sg>;
junteo@dacc.com.sg; 'Randell Goon Wei Fatt' <randellgoon@dacc.com.sg>; 'Poon DACC'
<poon@dacc.com.sg>; 'SIEWYING' <siewying@dacc.com.sg>; choonxiang@dacc.com.sg

Subject: RE: SURVEY TP CLAIM: SLM2680M

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 Sir/Madam,

Please find attached the surveyor markings.

We would like to check on the liability please.

Thank you,

MIRA

Administration Officer

Dickson Auto Care Centre Pte Ltd

(A member of the Dickson Group)

29 Ubi Road 4, Dickson Auto Centre, Singapore 408619

T: 6668 1122 | F: 6668 1123 | E: mahirah@dacc.com.sg | 24/7 Roadside Assistance: 6668 1129

[www.dicksongroup.com.sg]www.dicksongroup.com.sg

DISCLAIMER: This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original. Views expressed are those of the individual sender, and not necessarily the views of Dickson Group Pte Ltd and or any of its related corporations.

From: choonxiang@dacc.com.sg <choonxiang@dacc.com.sg>

Sent: Tuesday, 17 December 2024 11:55 am

To: motorclaims@msfirstcapital.com.sg

Cc: marynelson@msfirstcapital.com.sg; novinsiah@msfirstcapital.com.sg; junteo@dacc.com.sg;
mahirah@dacc.com.sg; 'Randell Goon Wei Fatt' <randellgoon@dacc.com.sg>; 'Poon DACC'
<poon@dacc.com.sg>; 'SIEWYING' <siewying@dacc.com.sg>

Subject: SURVEY TP CLAIM: SLM2680M

Dear Sir/Madam,

Our ref: SLM2680M_161224

Your Insured: SHD7066Z

We would like to request for survey please.

Survey Type : (New Survey / Resurvey)	SURVEY
Vehicle to be surveyed :	SLM2680M
Date of Accident :	16 DEC 2024
Date of Survey :	18 DEC 2024 11AM (OWNER WAITING)
Name of Workshop :	DICKSON AUTO CARE CENTRE
Address of Survey Location :	29 UBI ROAD 4, DICKSON AUTO CENTRE S(408619)
Name of Contact Person :	XIANG / RANDELL
Contact Number :	88849193 / 98621533
Any Undercarriage involved : (please indicate Yes / No)	No

Do let us know should you require any other information.

We look forward to hearing from you soon.

Thank you.

Best regards,

Tang Choon Xiang

Claim Administrator

Dickson Auto Care Centre Pte Ltd

(A member of the Dickson Group)

29 Ubi Road 4, Dickson Auto Centre, Singapore 408619

T: 6668 1121 | F: 6668 1123 | E: choonxiang@dacc.com.sg

24/7 Roadside Assistance: 6668 1129

www.dicksongroup.com.sg

DISCLAIMER: This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original. Views expressed are those of the individual sender, and not necessarily the views of Dickson Group Pte Ltd and or any of its related corporations.