

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 19 January 2018 8:37 AM
To: 'Aung Yin Min'; assignments
Cc: SUR; 'CWS Motor Claims'; Bryan Ang (LKKAUTO)
Subject: RE: Review advice- RE: SURVEY ASSESSMENT - D17010847MFSH/1, SKK 3488T

Dear Yin Min,

Our surveyor had reinspected the said vehicle on 12/1/2018 mileage SP: 53981 km, means it had travelled approx. 744 km after the first inspection before repair. In his opinion, the said turbo is quite remote from the point of impact, unlikely due to the same impact force as a result of accident on 21/11/2017.

Best Regards,
Veron Chen | Case Handler

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: Veron Chen (LKKAUTO)
Sent: Wednesday, 17 January 2018 8:24 AM
To: 'Aung Yin Min' <Aungyinmin@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Review advice- RE: SURVEY ASSESSMENT - D17010847MFSH/1, SKK 3488T

Dear Yin Min,

Thank you for the email.

We will look into matter and revert.

Best Regards,
Veron Chen | Case Handler

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: Aung Yin Min [<mailto:Aungyinmin@msfirstcapital.com.sg>]
Sent: Tuesday, 16 January 2018 10:57 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Subject: RE: Review advice- RE: SURVEY ASSESSMENT - D17010847MFSH/1, SKK 3488T

Importance: High

Dear Sirs,

Please let us have your findings and advise if you will be issuing another bill for this case.

Thank you.

Best Regards,
Yin Min Aung
Motor Claims Dept.



Change of email address

Aungyinmin@msfirstcapital.com.sg

First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | DID : 6507 3856

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 <http://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: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Friday, January 12, 2018 10:44 AM

To: Aung Yin Min <Aungyinmin@first-insurance.com.sg>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; CWS Motor Claims <cwsmotorclaims@first-insurance.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: FW: Review advice- RE: SURVEY ASSESSMENT - D17010847MFSH/1, SKK 3488T

Importance: High

Dear Yin Min,

We will arrange accordingly.

Best Regards,

Veron Chen | Case Handler

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: Aung Yin Min [<mailto:Aungyinmin@first-insurance.com.sg>]

Sent: Friday, 12 January, 2018 9:42 AM

To: SUR <sur@lkkauto.com>

Cc: CWS Motor Claims <cwsmotorclaims@first-insurance.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Review advice- RE: SURVEY ASSESSMENT - D17010847MFSH/1, SKK 3488T
Importance: High

Dear Sir,

Kindly assist to review and advise as third party is requesting to re-survey for supplementary parts.

"Our client drove in the car today with Engine check light on. Our initial diagnosis showed that there was a fault in the Engine Turbo Unit. We are of the opinion that the Turbo Unit could have suffered some latent damage due to the extensive strong impact from your insured vehicle.

As our client feedback that there wasn't such issue before the accident happened, we would like to request resurvey for supplementary of the above mentioned parts with your surveyor's findings"

Thank you.

Best Regards,
Yin Min Aung

Motor Claims Dept.

First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | DID : 6507 3856 | E-mail : Aungyinmin@first-insurance.com.sg

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.first-insurance.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: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Friday, November 24, 2017 11:54 AM

To: CWS Motor Claims <cwsmotorclaims@first-insurance.com.sg>

Cc: Aung Yin Min <Aungyinmin@first-insurance.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D17010847MFSH/1, SKK 3488T

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SKK 3488T

Date of survey: 23/11/2017

Number of days: 13 days

Best Regards,

Veron Chen | Case Handler

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: Admin-D (LKKAuto)
Sent: Thursday, 23 November, 2017 9:30 AM
To: 'Claim Workflow System' <cwsmotorclaims@first-insurance.com.sg>; assignments <assignments@lkkauto.com>
Cc: AUNGYINMIN@FIRST-INSURANCE.COM.SG; SUR <sur@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D17010847MFSH/1

Dear Sir / Madam,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Claim Workflow System [<mailto:cwsmotorclaims@first-insurance.com.sg>]
Sent: Wednesday, 22 November, 2017 5:40 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@FIRST-INSURANCE.COM.SG; AUNGYINMIN@FIRST-INSURANCE.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D17010847MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

Best Regards,

Admin Team

Claim Workflow System

Motor Claims Department

First Capital Insurance Limited

Tel : 6507 3848

Fax : 6507 3849

PS: This is a system generated mail. Please do not reply to this mail.