

## Catherine Chong (LKK Auto)

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**From:** Catherine Chong (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Thursday, 22 March, 2018 3:55 PM  
**To:** 'Claim Workflow System'  
**Cc:** 'LureneJaw@msfirstcapital.com.sg'; 'assignments@lkkauto.com'  
**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir / Madam,

The valuation of SFP 1819T are as below:

Market Value : \$53,000/-  
LTA : \$45,795/-  
Nett value : \$ 7,205/-

The vehicle is economical to repair.

Sorry for the inconvenience caused.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Claim Workflow System [mailto:cwsmotorclaims@msfirstcapital.com.sg]  
**Sent:** Thursday, 22 March, 2018 2:25 PM  
**To:** bryanang@lkkauto.com; admin-d@lkkauto.com  
**Cc:** LureneJaw@msfirstcapital.com.sg; cwsmotorclaims@msfirstcapital.com.sg  
**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Bryan Ang,

Thank You, we have received survey report but Kindly comment on Economic repair value & confirm whether TP vehicle is economical to repair or not as it is 14 Years old.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [mailto:cwsmotorclaims@msfirstcapital.com.sg]  
**Sent:** Thursday, March 22, 2018 10:17 AM  
**To:** [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)  
**Cc:** [LureneJaw@msfirstcapital.com.sg](mailto:LureneJaw@msfirstcapital.com.sg); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)  
**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Bryan Ang,

Kindly refer to our emails. Your staff & surveyor for this case are taking this issue very lightly with out any urgency at all. We need your intervention on below points.

- Economic repair value
- Market Value
- Economical to repair or not (14 Years Old)

Please be noted that if Writ of summons( WOS) is issued & served onto insured, you will have to bear the additional costs & explain to our new Management for non co-operation.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Wednesday, March 21, 2018 3:09 PM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Nivitha,

Even after so many reminders still we doesn't receive any report & reason for delay, Please let us have the reason without any further delay.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Wednesday, March 21, 2018 12:28 PM

**To:** 'Claim Workflow System'; [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir/Mdm,

Noted, with thanks.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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@msfirstcapital.com.sg>]

**Sent:** Wednesday, 21 March 2018 1:10 PM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Nivitha,

Kindly refer to our yesterday email,as of now we doesn't received any report so let us have the reason for delay.

Upload survey report with surveyor suggestion on

- Economic repair value
- Market Value
- Economical to repair or not (14 Years Old)

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Wednesday, March 21, 2018 9:53 AM

**To:** 'Claim Workflow System'; [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir / Madam,

Thank you for your email.

We will submit report to you shortly.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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@msfirstcapital.com.sg>]

**Sent:** Wednesday, 21 March 2018 12:14 PM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** Reminder for Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir,

We noted that still there is no response from your end,let us have the reason for delay

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Tuesday, March 20, 2018 12:47 PM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** Request of Survey report-our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir,

Kindly acknowledge.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Tuesday, March 20, 2018 8:39 AM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** Request of Survey report-your ref no: LWP/CHA/3844/17/SM/ our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Catherine,

Please let us have the survey report by today as we received notice for WRIT & also comment on whether TP's vehicle is economical to repair as it is 14 Years old & let us have the Market Value & ERV at the time of accident.However,if failed to submit you have to explain the reason for delay & liable for extra costs if WRIT is issued or served on our insured.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Tuesday, March 13, 2018 12:18 PM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** Request of Survey report-your ref no: LWP/CHA/3844/17/SM/ our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir,

Please let us have survey report for this case soonest.

Kindly Confirm whether the vehicle is economical to repair as it is 14 Years old & let us have the Market Value & ERV at the time of accident.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Monday, February 26, 2018 11:30 AM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** Request of Survey report-your ref no: LWP/CHA/3844/17/SM/ our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir,

Please let us have survey report for this case soonest.

Kindly Confirm whether the vehicle is economical to repair as it is 14 Years old & let us have the Market Value at the time of accident.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Monday, February 12, 2018 9:40 AM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG); [cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**Subject:** Request of Survey report-your ref no: LWP/CHA/3844/17/SM/ our Ref: D17011497MFSH;accident involving SHA0647J and SFP1819T on 10-12-2017

Dear Sir,

Please let us have survey report for this case soonest.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)

**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Thursday, January 25, 2018 10:31 AM

**To:** 'Claim Workflow System'; [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: REQUEST OF SURVEY REPORT-OUR REF:D17011497MFSH;ACCIDENT INVOLVING SHA0647J AND SFP1819T ON 10-12-2017

Dear Sir / Madam,

Thank you for your email.

We will submit report to you shortly.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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@msfirstcapital.com.sg>]

**Sent:** Thursday, 25 January, 2018 12:43 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);

[LURENEJAW@MSFIRSTCAPITAL.COM.SG](mailto:LURENEJAW@MSFIRSTCAPITAL.COM.SG)

**Subject:** REQUEST OF SURVEY REPORT-OUR REF:D17011497MFSH;ACCIDENT INVOLVING SHA0647J AND SFP1819T ON 10-12-2017

Dear Sir,

We received LOD from workshop/solicitor.

Please let us have the **Survey Report including Vehicle Inspection Photos & Survey Fees Invoice** asap.

Kindly upload the survey report through CWS from document management screen by selecting option Survey report.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)