

Veron Chen (LKKAUTO)

From: Serene Ler <Sereneler@msfirstcapital.com.sg>
Sent: Friday, 19 January 2018 11:05 AM
To: Veron Chen (LKKAUTO); Teo Swee Keong
Cc: SUR
Subject: RE: NEW SURVEY ASSIGNMENT - D18000546MFSH / OUR REF SHA3679Y DOA: 12.1.18 (TP VEHICLE SJK 8068B)

Dear Veron,

Thanks for your email and advice.

Kindly note our file reference D18000546MFSH.

Regards,
Serene Ler
Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C

Motor Claims: motor_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

*With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

With immediate effect, my email address will change to Sereneler@msfirstcapital.com.sg.

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.

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From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]

Sent: Thursday, January 18, 2018 2:58 PM

To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18 (TP VEHICLE SJK 8068B)

Dear Swee Keong,

Enclosed preliminary revised of vehicle SJK 8068B

Date of survey: 17/1/2018

Number of days: 3 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: Tuesday, 16 January 2018 9:36 AM

To: 'Teo Swee Keong' <TeoSweeKeong@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>

Cc: 'Serene Ler' <Sereneler@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18

Dear Sir/Mdm,

Thank you for the assignment.

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

BEST REGARDS,

G.Nivitha | 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)

From: Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]

Sent: Monday, 15 January 2018 7:20 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

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

Subject: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18

Dear Sirs

New survey request for your handling.

Thanks and Regards,

SK Teo

Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Monday, January 15, 2018 4:07 PM

To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>; Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>;

Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore)

<edmund.goh@vw.com.sg>

Subject: RE: YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

Hi,

Please assign to LKK.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]

Sent: Monday, 15 January, 2018 3:30 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Serene Ler; Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

Dear Sirs,

We refer to your survey request dated 15/01/2018.

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. LKK Auto Consultants Pte Ltd

2. 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.

Thanks and Regards,

SK Teo
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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From: Caroline Cabrera

Sent: Monday, January 15, 2018 11:22 AM

To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3679Y ON 12.1.18

Dear SK,

For survey

Thanks & Regards

Caroline Cabrera

Motor Claims

First Capital Insurance Ltd

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

36 Robinson Road #16-01 City House Singapore 068877 | Reg. No. 195000106C

D: 6507 3848 | F: 6507 3849

email: www.first-insurance.com.sg

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and notify the sender immediately by return e-mail.

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Monday, January 15, 2018 9:00 AM
To: Motor_Claims <Motor_Claims@msfirstcapital.com.sg>
Cc: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3679Y ON 12.1.18

Dear Claims,

Please revert on liability and survey arrangements.

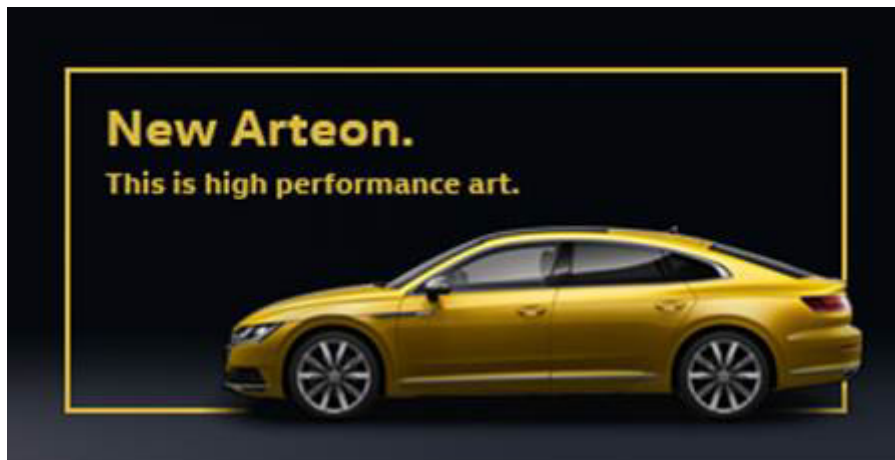
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]
Sent: Monday, 15 January, 2018 10:21 AM
To: Kong, Charmaine (VWG Singapore)
Subject: ricohscan