

Veron Chen (LKKAUTO)

From: Eric Woo <EricWoo@msfirstcapital.com.sg>
Sent: Wednesday, 20 January 2021 2:44 PM
To: Veron Chen (LKKAUTO); Admin A; SUR
Cc: Henry Kao
Subject: RE: Our Ref: D18000910MFSH Your Ref: CS/FCI18003791/Uvd3s2 Our Veh No: SHB2179A DOA: 28/1/2018
Attachments: 4a. LOD (HUA HO TRADING).pdf; LETTER.PDF

Dear Veron,

I had spoken to third-party workshop – Hua Ho Trading.

Guo Qiang surveyed TPV and recommended total loss.

However, he did not revert to third-party workshop on the total loss figure despite several reminders and phone calls.

Third-party workshop confirmed that they did not repair TPV.


LOD COR of \$1200 was the total amount of all the ticked items on the estimate.

We will proceed to offer third-party workshop on the recommended total loss amount.

Hence, no further action required on your end.

Thank you.

Eric Woo
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:
EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848
A Member of  Insurance Group

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, January 20, 2021 7:57 AM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>
Subject: FW: Our Ref: D18000910MFSH Your Ref: CS/FCI18003791/Uvd3s2 Our Veh No: SHB2179A DOA: 28/1/2018

Dear Eric,

We have check with surveyor.

Kindly provides us survey report for recommended repair cost \$1200.

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: Tuesday, 19 January 2021 4:54 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>

Subject: RE: Our Ref: D18000910MFSH Your Ref: CS/FCI18003791/Uvd3s2 Our Veh No: SHB2179A DOA: 28/1/2018

Dear Eric,

We will check 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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Tuesday, 19 January 2021 3:05 PM

To: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>

Subject: Our Ref: D18000910MFSH Your Ref: CS/FCI18003791/Uvd3s2 Our Veh No: SHB2179A DOA: 28/1/2018

Dear Sirs,

We refer to the above mentioned accident.

We received a follow up from third-party workshop(Hua Ho Trading) for claim status.

Surveyor recommended total loss but workshop proceed to repair third-party vehicle.

Please advise us a reasonable fee for the repair of third-party vehicle and the repair days.

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848

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