

## Mei Kwan (LKKAuto)

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**From:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Sent:** Thursday, 30 April 2020 9:10 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Admin A; Vic (LKKAuto); CS A Team  
**Subject:** RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD8595G (OI : FCI - D18002484MFSH) and SHF614C (TP : LKK REF - CC3/FCI18006191/Kha3) on 25/03/2018  
**Attachments:** SAS - IV - SHD8595G.PDF  
**Categories:** HMK

Dear Mei Kwan,

Please refer to the attached for your perusal.

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848  
| DID : 6507 3856 | Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No.  
195000106C  
A Member of  Insurance Group

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.  
We appreciate your kind understanding. Stay safe.

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.

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Wednesday, 29 April 2020 7:38 pm  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD8595G (OI : FCI - D18002484MFSH) and SHF614C (TP : LKK REF - CC3/FCI18006191/Kha3) on 25/03/2018

**YOUR REF: D18002484MFS**

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

*Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]

**Sent:** Wednesday, 29 April 2020 9:47 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD8595G (OI : FCI - D18002484MFSH) and SHF614C (TP : LKK REF - CC3/FCI18006191/Kha3) on 25/03/2018

Dear Mei Kwan,

We are agreeable with express settlement for this case.

Please take over and propose on mandate for our approval.

Thank you.

Best Regards,

Merina Chia (Ms)

Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856 | Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C

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

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We appreciate your kind understanding. Stay safe.

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Saturday, 18 April 2020 8:23 pm  
**To:** Sithara <[Sithara@msfirstcapital.com.sg](mailto:Sithara@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD8595G (OI : FCI - D18002484MFSH) and SHF614C (TP : LKK REF - CC3/FCI18006191/Kha3) on 25/03/2018

Dear Sirs / Madam,

We refer to the above matter.

This is an old case and previously Trans-cab submitted the claim to III (wrong insurer).

We found out that SHD 8595G is insured with MS FCI.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Email from T/cab dd 13.04.2020
- TP GIA report

Kindly advise if we can proceed with express settlement.

**"Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted."**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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