

Veron Chen (LKKAUTO)

From: Rico 60 <claims@rico60.com>
Sent: Tuesday, 19 March 2019 2:32 PM
To: Jasmine Lok Kheng Kwei
Cc: Marcus Chua (LKKAUTO)
Subject: RE: LOD for SLV 4859 E

Dear Jasmine,

We confirm the receipt of settlement cheque for the sum of \$5,474.45 from your good office on 19/03/2019 for the settlement of the property damage claim.

We shall proceed with the necessary.

Thank you.

Best Regards,
Yvonne Teoh



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

From: [Rico 60](#)
Sent: Tuesday, 12 February 2019 5:12 PM
To: [Jasmine Lok Kheng Kwei](#)
Cc: marcuschua@lkkauto.com
Subject: RE: LOD for SLV 4859 E

Dear Jasmine,

We will arrange courier for the original DV to be sent over to you on 13/02/2019 (Wednesday).

Thank you.

Best Regards,
Yvonne Teoh



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Email: claims@rico60.com

From: [Jasmine Lok Kheng Kwei](#)

Sent: Thursday, 7 February 2019 11:31 AM

To: [Enquiry](#)

Cc: marcuschua@lkkauto.com

Subject: RE: LOD for SLV 4859 E

WITHOUT PREJUDICE

SAVE AS TO COSTS

Hi Shanelle,

I refer to my conversation with Mr Damian not long ago.

Our offer as follows:-

COR: \$3,638.00

LOU: \$1,800.00

LTA: \$7.45

3rd party report: \$29.00

Total: \$5,474.45

We confirm settlement at \$5,474.45 on a without prejudice basis, please return the original signed DV for our processing. (Please enclosed Letter of Authorisation for payment).

Our offer is made without admission of liability on the part of our insured and / or insured driver.

Thank & Regards

Jasmine Lok

Executive, Claims Services (Motor)

Direct line +65 6594 2550 | Direct fax +65 6225 7402 | jasmine_lok@sg.msig-asia.com



MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | <http://www.msig.com.sg/> | Follow us



From: Enquiry [mailto:claims@rico60.com]

Sent: Wednesday, 9 January, 2019 4:34 PM

To: Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Cc: marcuschua@lkkauto.com
Subject: RE: LOD for SLV 4859 E

Dear Jasmine ,

I tried to call you but no answer.

Just to check with you how is the case already. Could we increase to 11days instead of 7days ?

Thank you.

Best Regards,
Shanelle Lim



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Mobile: +65 9187 8064 | Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

From: [Rico 60 Claims](#)
Sent: Monday, 3 December 2018 10:40 PM
To: [Jasmine Lok Kheng Kwei](#)
Cc: marcuschua@lkkauto.com
Subject: Re: LOD for SLV 4859 E

Hi Jasmine,
My colleague John Ong has revert to your offer if we could increase our LOR to 11 days instead of your offer of 7 days?
This is due to longer repair time needed for this vehicle. Hope you could help us into revising the LOR.

Thanks.

Damian Lim
81880381

On 3 Dec 2018, at 18:12, Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com> wrote:

Hi Cass,

We refer to your email below.

We have replied our offer email on 30/11/2018.

Thank you.

Have a nice day ahead.

Jasmine Lok

Executive, Claims Services (Motor)

Direct line +65 6594 2550 | Direct fax +65 6225 7402 | jasmine_lok@sg.msig-asia.com



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on <image003.png> <image005.png> <image007.png>

From: Rico 60 [<mailto:claims@rico60.com>]

Sent: Monday, 3 December, 2018 4:16 PM

To: Claims <claims@sg.msig-asia.com>; Margaret Loh <margaret_loh@sg.msig-asia.com>; Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Cc: marcuschua@lkkauto.com

Subject: RE: LOD for SLV 4859 E

Dear Motor Claims Department,

Any update(s) on the DV/cheque for the said vehicle?

Kindly keep me updated.

Thank you.

Best Regards,
Cass Chua



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Email: claims@rico60.com

From: [Rico 60](#)

Sent: Saturday, 10 November 2018 2:46 PM

To: claims@sg.msig-asia.com; [Margaret Loh](#); [Jasmine Lok Kheng Kwei](#)

Cc: marcuschua@lkkauto.com

Subject: RE: LOD for SLV 4859 E

Dear Motor Claims Department,

Any update(s) on your pursuant for the LOD for the said vehicle?

Kindly keep me updated and release DV/cheque.

Thank you.

Best Regards,
Cass Chua



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Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: claims@rico60.com

From: [Rico 60](#)

Sent: Saturday, 3 November 2018 3:47 PM

To: claims@sg.msig-asia.com; [Margaret Loh](#); [Jasmine Lok Kheng Kwei](#)

Cc: marcuschua@lkkauto.com

Subject: LOD for SLV 4859 E

Dear Motor Claims Department,

Attached file as per your pursuant.
Kindly release DV/cheque.

Thank you.

Best Regards,
Cass Chua



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