

10/01/2018

ASS. REC. BY:

REF CS/FCI 18022857/ d3

Special Dist/Ref:

Surveyor:

CWS

ASSIGNMENT (Office)

From (Person):

Serene Jer

of

FCI

Date/Time:

7:10pm @ 20/12/18

Estimated Cost:

Bill to:

OD (TP) WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SLA 8389D

Insured:

SHC 8939D

at Workshop to/s

Cham's Customcraft

Tel:

62717054

of

BK 1010, Bkt Marsh Lane 3 #01-105

Policy No:

Claim No:

D18008963MFSH

Sum Insured:

Excess:

Make of Veh:

D.O.A.

16/12/2018

(Client's Record)

CA / REV / REP. / REV 24 HRS

(up)

D.O.D. Endorsement:

Date/Time:

21/12/18 @ 9:26am

Person Contacted:

Lina

Vehicle IN:

OUT

Date/Time

Action/Instruction (✓) Estimate

SLA 8389D - X

SHC 8939D - CS/FCI 18021568 / Uq d3n2

Rev: 25/11/2018

12/3/19

Received email from Serene saying that TP owner has revert to OD claim.

20/3/19

Revert through email. can close file.

20/3/2019

## Nivitha (LKK Auto)

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**From:** Serene Ler <Serener@msfirstcapital.com.sg>  
**Sent:** Wednesday, 13 March 2019 6:09 PM  
**To:** Admin-D (LKKAuto); CWS Motor Claims; assignments  
**Cc:** SUR  
**Subject:** RE: (TP revert to OD claim) SURVEY ASSESSMENT - D18008963MFSH/1

Dear Nivitha,

We refer to the above survey assignment.

Eased on Merimen, it appears third party has revert to OD claim.

If there is no PRI done, you may proceed to close file at your end.

Regards,  
*Serene Ler*  
Motor Claims

### **MS First Capital Insurance Limited**

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

33 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C  
Motor Claims: [motor\\_claims@msfirstcapital.com.sg](mailto:motor_claims@msfirstcapital.com.sg) | Website: [www.msfirstcapital.com.sg](http://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](http://www.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](http://www.first-insurance.com.sg) for details of PDPA Personal Data Collection Statement.

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If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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**From:** Admin-D (LKKAuto) [mailto:[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)]

**Sent:** Friday, December 21, 2018 9:50 AM

**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Serene Ler <[Serener@msfirstcapital.com.sg](mailto:Serener@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D18008963MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

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

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)

## Nivitha (LKK Auto)

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**From:** Nivitha (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Friday, 22 March 2019 8:04 AM  
**To:** 'Serene Ler'; 'CWS Motor Claims'; 'assignments'  
**Cc:** 'SUR'  
**Subject:** RE: (TP revert to OD claim) SURVEY ASSESSMENT - D18008963MFSH/1

Dear Serene,

Thank you for the email.

Please be informed that no survey done for SLA 8389D.

We will close this file at our end without billing.

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)

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**From:** Serene Ler [mailto:[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)]  
**Sent:** Wednesday, 13 March 2019 6:09 PM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: (TP revert to OD claim) SURVEY ASSESSMENT - D18008963MFSH/1

Dear Nivitha,

We refer to the above survey assignment.

Based on Merimen, it appears third party has revert to OD claim.

If there is no PRI done, you may proceed to close file at your end.

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](mailto:motor_claims@msfirstcapital.com.sg) | Website: [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg)

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Personal Data Protection Act 2012 ("PDPA"):

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If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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**From:** Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Friday, December 21, 2018 9:50 AM

**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D18008963MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

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

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)



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**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

**Sent:** Thursday, 20 December 2018 7:10 PM

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

**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>

**Subject:** PRI: SURVEY ASSESSMENT - D18008963MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

**Note:** All the accident reports are uploaded into CWS for your perusal.

Best Regards,

Admin Team

Claim Workflow System

Motor Claims Department

MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849

**PS: This is a system generated mail. Please do not reply to this mail.**



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)

**MOTOR SURVEY ASSIGNMENT**

Date	19-12-2018	Our Ref No. D18008963MFSH
Accident Date	16-12-2018	Claim Type. Third Party
Insured Vehicle	SHC8939D	Third Party Vehicle. SLA8389D
Survey Location	BLK 1010 BUKIT MERAH LANE 3 #01-105	
Contact Person.	SHARON LEE	
Contact No.	62717054/ 62788804	Fax No. 62736676
Survey Type	WITHOUT PREJUDICE: LIABILITY UNCLEAR - EST. COR \$3665.20	
Appointed Surveyor	LKK AUTO CONSULTANTS PTE LTD	
Contact Person	NA	Fax No. 68416315
Contact Number.	NA	

**FOR DIRECT SETTLEMENT**

Please submit to us the Tax Invoice together with letter of claim for Rental OR Loss of use (based on NIMA Benchmark rates) together with your survey report.

**THIRD PARTY SURVEY REQUEST**

Cc : Workshop	CHARN'S CUSTOMCRAFT	Attention. NIL
Cc : TP Solicitor	NA	TP Solicitor Fax No. NA
Officer Incharge	SERENE	

**IMPORTANT NOTE**

Kindly submit the survey report via CWS within 14 days for survey assignment and 7 days for re-inspection.  
This is a computer generated letter, no signature required.