

## Jia Le (LKK Auto)

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**From:** Serene Ler <Serenerler@msfirstcapital.com.sg>  
**Sent:** Friday, 14 August 2020 5:46 PM  
**To:** Jia Le (LKK Auto); Chris Lim Gan Koon  
**Subject:** File Review: SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K  
**Attachments:** 20181224\_161913\_cut.avi

Dear Jia Le,

We refer to the captioned matter and TP VF.

Kindly advise us the status of this matter. Any survey done?

Thanks & 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 3580 | 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)

*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.*

\*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).

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**From:** Suann <suann@nova.com.sg>

**Sent:** Tuesday, 15 January 2019 5:03 pm

**To:** CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Joanne Yong Lai fong <Joanneyong@msfirstcapital.com.sg>

**Subject:** FW: SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K

Dear sir/ mdm



Please check outcome.

Thank you

Best Regards  
Suanne Chiu

Claims Asst. Manager  
**MOVA Automotive Pte Ltd**  
Tel: +65 6272 3892  
Fax: +65 6270 8314



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**From:** Suann [<mailto:suann@moval.com.sg>]  
**Sent:** Friday, 4 January 2019 17:07  
**To:** 'CWS Motor Claims'  
**Cc:** 'Joanne Yong Lai fong'  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K



Dear sir / mdm

Attached is the video footage.  
Please look into it & advice the liability for direct settlement.

Thank you

Best Regards  
**Suanne Chiu**  
Claims Asst. Manager  
**MOVA Automotive Pte Ltd**  
Tel: +65 6272 3892  
Fax: +65 6270 8314



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**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]  
**Sent:** Friday, 4 January 2019 16:59  
**To:** [suann@moval.com.sg](mailto:suann@moval.com.sg)  
**Cc:** Joanne Yong Lai fong; CWS Motor Claims  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K

Without Prejudice

Dear Sir/Madam,

The liability is currently unclear until further evidence are provided.

Kindly forward us your client's video footage.

Regards,  
Admin Team

Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited

**From:** Suann [<mailto:suann@mov.com.sg>]  
**Sent:** Friday, January 04, 2019 1:33 PM  
**To:** 'Joanne Yong Lai fong'; 'CWS Motor Claims'  
**Subject:** FW: SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K



Dear sir / mdm

Please advice the liability for direct settlement.

Thank you

Best Regards  
**Suanne Chiu**  
Claims Asst.Manager  
**MOVA Automotive Pte Ltd**  
Tel: +65 6272 3892  
Fax: +65 6270 8314



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**From:** Nitha [<mailto:nitha@mov.com.sg>]  
**Sent:** Wednesday, 2 January 2019 15:47  
**To:** "suann - mova"  
**Subject:** FW: SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K

Best Regards,  
Nitha  
Claims Officer  
Mova Automotive Pte Ltd  
Tel: 6272 3892 Fax: 6270 8314



**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]  
**Sent:** Wednesday, 2 January 2019 3:28 PM

**To:** [NITHA@MOVA.COM.SG](mailto:NITHA@MOVA.COM.SG)

**Cc:** CWS Motor Claims; Joanne Yong Lai fong

**Subject:** SURVEYOR APPOINTED; OUR REF : D19000086MFSH ; YOUR REF: SGM9911K

Dear Sir/Madam

PRI Request For **SGM9911K** Accident Involving **SHC1357D** On 24-12-2018 AT 16:30:00HRS.

Please find below details for your reference

- **Claim number :** D19000086MFSH
- **Insured vehicle number :** SHC1357D
- **Accident date :** 24-12-2018
- **Third-party vehicle number :** SGM9911K
- **Assignment type :** WITHOUT PREJUDICE
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** JOANNEY

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

Regards,  
Admin Team  
Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849