

ASL REC BY

REF CS/FCI 19005052/ d3

Date/Time

File No/Ref

ASSIGNMENT (Office)

From/To/Room

Teo Swee Keong

FCI

Date/Time

20/3/19 @ 12:14pm

Estimated Unit

Bill to

OD (TP) WS / TP RES / OD RES / EVA / INV / MYTES

To Inspect Vehicle No

SJU 6073X

Insured

SHD 45304

at Workshop ref

progressive

Tel

67415336

at

Blk 3022 ubi Rd 1 #01-45/46

Policy No

Claim No

Sum Insured

Excess

Miles of Vch

(Client's Record)

D.O.A 10/3/19

CA / REV / DEP / REV 24 HRS

H.O.D. Enforcement

Date/Time

12:45pm @ 20/3/19

Person Contacted

wendy

Vehicle IN

OTR

Date/Time

Action/Instruction (✓) Estimate

SJU 6073X - X

SHD 45304 - CS/ FCI 17020398 / KIV bn 2

D.O.A - 22/10/2017

13/3/19 - Received email from wlop to close case as claim has been rejected.  
14/3/19 - Reverted to Insurer

## Nivitha (LKK Auto)

---

**From:** Peiwen <peiwen@procarcare.com.sg>  
**Sent:** Monday, 13 May 2019 1:54 PM  
**To:** assignments@lkkauto.com; Admin A  
**Cc:** Claims; Wendy  
**Subject:** CLOSE CASE \_ SJU 6073 X / DOA 10.03.2019 (TP - FIRST CAPITAL)

Hi All,

Please proceed to close the case as this claim have been rejected.

Thank You.

Regards,

**Pei Wen NG**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



*\*With effect from 1 Sep 2018, **Progressive Automotive Pte Ltd** has been rebranded as **Progressive Car Care Pte Ltd**. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

## Nivitha (LKK Auto)

---

**From:** Nivitha (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Tuesday, 14 May 2019 11:41 AM  
**To:** 'CWS Motor Claims'; 'assignments'  
**Cc:** 'May Chua Hui Chin'; 'SUR'  
**Subject:** RE: SURVEY ASSESSMENT - D19001970MFSH/1  
**Attachments:** CLOSE CASE \_ SJU 6073 X / DOA 10.03.2019 (TP - FIRST CAPITAL)

Dear Sir/Mdm,

Kindly refer to the attached.

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)

---

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

**Sent:** Thursday, 21 March 2019 12:47 PM

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

**Cc:** 'May Chua Hui Chin' <[maychua@msfirstcapital.com.sg](mailto:maychua@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D19001970MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is 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)

**From:** CWS Motor Claims [mailto:cwsmotorclaims@msfirstcapital.com.sg]  
**Sent:** Thursday, 21 March 2019 12:42 PM  
**To:** ASSIGNMENTS@LKKAUTO.COM  
**Cc:** CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; May Chua Hui Chin <maychua@msfirstcapital.com.sg>  
**Subject:** PRI: SURVEY ASSESSMENT - D19001970MFSH/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	20-03-2019	Our Ref No. D19001970MFSH
Accident Date	10-03-2019	Claim Type. Third Party
Insured Vehicle	SHD4530U	Third Party Vehicle. SJU6073X
Survey Location	BLK 3022A UBI ROAD #01-45/46	
Contact Person.	PEI WEN NG	
Contact No.	67415336/ 0	Fax No. 67417208
Survey Type	WITHOUT PREJUDICE	
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	PROGRESSIVE CAR CARE PTE LTD	Attention. NIL
Cc : TP Solicitor	NA	TP Solicitor Fax No. NA
Officer Incharge	MAY CHUA	

**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.

## Nivitha (LKK Auto)

---

**From:** Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>  
**Sent:** Wednesday, 20 March 2019 12:14 PM  
**To:** 'assignments@lkkauto.com'  
**Cc:** May Chua Hui Chin; Aini Binte Md Min; 'Dhasannagari Harsha /ICICILOMBARD/HYD'  
**Subject:** NEW SURVEY ASSIGNMENT - SJU 6073 X (SHD 4530 U)/DOA 10.03.2019  
**Attachments:** RE: PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019 (48.9 KB); FW: PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019 (644 KB)

Dear Sirs

New survey assignment for your handling.

Thanks and Regards,

SK Teo  
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |  
A Member of **MS&AD INSURANCE GROUP**

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.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg) for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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.

---

**From:** Teo Swee Keong  
**Sent:** Wednesday, March 20, 2019 12:12 PM  
**To:** 'Claims' <claims@procarcare.com.sg>  
**Cc:** May Chua Hui Chin <maychua@msfirstcapital.com.sg>; Lily <bhlim@procarcare.com.sg>; Soo Leong Keat <lks00@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; Wendy <wendy@procarcare.com.sg>; Ray <ray@procarcare.com.sg>; Aini Binte Md Min <Aini@msfirstcapital.com.sg>  
**Subject:** PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019

Dear Sir

Thank you for informing us of your choice, the surveyor will be appointed within 2 working days of your email.

Thank you.

Thanks and Regards,

SK Teo

**Motor Claims Dept**

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

A Member of **MS&AD INSURANCE GROUP**

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.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg) for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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.

---

**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Wednesday, March 20, 2019 12:10 PM

**To:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

**Cc:** May Chua Hui Chin <[maychua@msfirstcapital.com.sg](mailto:maychua@msfirstcapital.com.sg)>; Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>; Soo Leong Keat <[lksoo@procarcare.com.sg](mailto:lksoo@procarcare.com.sg)>; Wayne <[wayne@procarcare.com.sg](mailto:wayne@procarcare.com.sg)>; Wendy <[wendy@procarcare.com.sg](mailto:wendy@procarcare.com.sg)>; Ray <[ray@procarcare.com.sg](mailto:ray@procarcare.com.sg)>

**Subject:** RE: PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019

Hi Sir,

We choose LKK Auto Consultants Pte Ltd.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



**PROGRESSIVE**  
CAR CARE PTE LTD

*\*With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

---

**From:** Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]

**Sent:** Wednesday, March 20, 2019 11:50 AM

**To:** Peiwen

**Cc:** May Chua Hui Chin; Lily; Soo Leong Keat; Wayne; Wendy; Ray

**Subject:** FW: PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019

Dear Sirs,

We refer to your survey request dated.

Please find below our list of surveyors for your reference. Kindly select from our list below and inform us of your choice within the next 2 days.

1. LKK Auto Consultants Pte Ltd
2. Vicom Ltd

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank you.

Thanks and Regards,

SK Teo  
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

A Member of **MS&AD** INSURANCE GROUP

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.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg) for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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.

---

**From:** Caroline Cabrera

**Sent:** Monday, March 18, 2019 2:29 PM

**To:** Aini Binte Md Min <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>

**Subject:** FW: PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019

Dear Aini,

For survey – CTPL / NC-19002833

Thank you & Regards,

Caroline Cabrera

Motor Claims

**MS First Capital Insurance Ltd**

35 Robinson Road #16-01 City House | Singapore 068877 | D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

A member of **MS&AD** INSURANCE GROUP

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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.



From: Peiwen [mailto:peiwen@procarcare.com.sg] On Behalf Of Claims  
Sent: Monday, March 18, 2019 1:51 PM  
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>; CWS Motor Claims  
<cwsmotorclaims@msfirstcapital.com.sg>  
Cc: Lily <bhlm@procarcare.com.sg>; Soo Leong Keat <lks00@procarcare.com.sg>; Wayne  
<wayne@procarcare.com.sg>; Wendy <wendy@procarcare.com.sg>; Ray <ray@procarcare.com.sg>  
Subject: PROGRESSIVE/TP/SJU 6073 X(SHD 4530 U)/DOA 10.03.2019

Hi Sir,

Please refer to the attached and arrange survey.  
Vehicle is NOT IN workshop.

Thank You.

Regards,

**Pei Wen NG**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



*\*With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*