

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Tuesday, 16 April 2019 10:37 AM  
**To:** admin@supreme.sg  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sir/Mdm,

We refer to the above matter.

**Case should be claiming against III instead of FirstCapital.**

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us **(LKK)** to proceed on negotiate settlement.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Eileen Lee <[EileenLee@msfirstcapital.com.sg](mailto:EileenLee@msfirstcapital.com.sg)>  
**Sent:** Friday, 12 April 2019 9:50 AM  
**To:** [admin@supreme.sg](mailto:admin@supreme.sg)  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

Dear Yuki,

We have been informed by LKK that the trade plate insurer of SHA7678Z will take over the survey report. Hence, there will not be any losses at your end.

LKK will email to you today to confirm as well.

Thank you.

Regards,  
Eileen Lee (Ms)  
Motor Claims Dept.



**Email address**

eileenlee@msfirstcapital.com.sg

Motor Claims E-mail : motorclaims@msfirstcapital.com.sg  
Website: <http://www.msfirstcapital.com.sg>

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 |  
Fax No. : 6507 3849 | Company Regn. No. 195000106C

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

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**From:** Eileen Lee  
**Sent:** Thursday, April 11, 2019 2:21 PM  
**To:** [admin@supreme.sg](mailto:admin@supreme.sg)  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

Hi Yuki,

Please let me check with the surveyor if they've directed the survey report under the insurer of SHA7678Z.

Thank you.

Regards,  
Eileen Lee (Ms)  
Motor Claims Dept.



**Email address**

eileenlee@msfirstcapital.com.sg

Motor Claims E-mail : [motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)  
Website: <http://www.msfirstcapital.com.sg>

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 |  
Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** [admin@supreme.sg](mailto:admin@supreme.sg) <[admin@supreme.sg](mailto:admin@supreme.sg)>  
**Sent:** Thursday, April 11, 2019 12:08 PM  
**To:** Eileen Lee <[EileenLee@msfirstcapital.com.sg](mailto:EileenLee@msfirstcapital.com.sg)>  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Subject:** FW: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

Dear Eileen,

We received calls from Lkk Auto Consultant regarding the cancellation of the survey, as well as an email from MS First Capital that the claim has been cancelled.

However, before LKK was informed about the cancellation, the survey has already been done by their side. And that the repair work has also commenced after the survey was done, on the same day. (27/03/2019)

We have to file the claim against First Capital to recover the losses.

Kindly please update me with any updates.

Thank you.

Best regards,

Yuki Ho

Supreme Auto Service Pte Ltd

No.176 Sin Ming Drive

#02-01 Singapore 575721

Tel: 64528211

Fax: 64517423

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**From:** [admin@supreme.sg](mailto:admin@supreme.sg) <[admin@supreme.sg](mailto:admin@supreme.sg)>  
**Sent:** Thursday, 28 March 2019 5:40 PM  
**To:** 'CWS Motor Claims' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

Dear Sir/Madam,

The survey was done earlier on this afternoon, repair work has already been commenced. Hence, it is impossible to cancel the survey done or PRI.

We will file the claim against First Capital to recover the losses.

Thank you.

Best regards,  
Yuki Ho  
Supreme Auto Service Pte Ltd  
No.176 Sin Ming Drive  
#02-01 Singapore 575721  
Tel: 64528211  
Fax: 64517423

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

**Sent:** Thursday, 28 March 2019 5:12 PM

**To:** [ADMIN@SUPREME.SG](mailto:ADMIN@SUPREME.SG)

**Cc:** Eileen Lee <[EileenLee@msfirstcapital.com.sg](mailto:EileenLee@msfirstcapital.com.sg)>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

Without Prejudice

Dear Sir,

Please note that the vehicle SHA7678Z involved in the accident is under Trade plate policy, hence not an insured of MS FCIL.

As such the survey arranged by LKK has been cancelled.

Thank you.

Regards,

Admin Team

Claim Workflow System

Motor Claims Department

MS First Capital Insurance Limited

**From:** CWS Motor Claims

**Sent:** Thursday, March 28, 2019 3:51 PM

To: [ADMIN@SUPREME.SG](mailto:ADMIN@SUPREME.SG)

Cc: CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Eileen Lee <[EileenLee@msfirstcapital.com.sg](mailto:EileenLee@msfirstcapital.com.sg)>

Subject: SURVEYOR APPOINTED; OUR REF : D19002115MFSH ; YOUR REF: SGX6848Y

Dear Sir/Madam

PRI Request For **SGX6848Y** Accident Involving **SHA7678Z** On 27-03-2019.

Please find below details for your reference

- **Claim number** : D19002115MFSH
- **Insured vehicle number** : SHA7678Z
- **Accident date** : 27-03-2019
- **Third-party vehicle number** : SGX6848Y
- **Assignment type** : WITHOUT PREJUDICE: ACCIDENT NOT REPORTED
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : EILEEN LEE

**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