

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Friday, 4 October 2019 1:52 PM
To: 'Jim Soon'
Subject: RE: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Jim,

Due to nature of accident where the TMA was not lowered when the accident occurred, we are of the opinion that the damages to the TMA is not extensive.

However, the body the lorry is seriously damaged . As such, removal of the TMA is necessary to facilitate the repairs of the lorry. Also minor repairs of the TMA is required due to the huge impact force.

We are ready to stand by our report and the proposed repair cost has already been sounded out to the repairer with not much objections.

Please feel free to contact Adrian at 96893735 if any further enquires are required.

Best Regards,

Denise Tay | Case Handler on behalf of Adrian

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Tuesday, 1 October 2019 5:30 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: RE: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Denise,

We refer to the above matter and LKK's adjustment (attached above).

We note that the vast gap between the Plaintiff's claim and LKK's recommendation lies mainly on one part, the Truck Mounted Attenuator ("TMA"). LKK recommended \$12,000 for TMA, whereas the workshop recommended \$47,000.

The vast difference in price is probably due to LKK's estimation as a repair value, whereas the workshop's estimation as a replacement cost.

Based on our past experience with TMA cases, TMA (which acts as a safety crash barrier behind a roadwork vehicle) cannot be repaired as the structural safety of the part is compromised once it is damaged. As such, TMA is usually replaced as a brand new piece and the cost of replacement is based on the market value of procuring a new piece from the supplier (usually supported by a quotation from the supplier). A replacement cost of \$47,000 as proposed by the workshop is not unusual.

In view of our past experience with TMA cases, we would like to seek clarification you still prepared to stand by your recommendation of \$12,000 and if so, to clarify whether your recommendation of \$12,000 was for replacement or repair of the TMA?

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of  Insurance Group

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Wednesday, September 18, 2019 3:54 PM
To: Jim Soon <JimSoon@msfirstcapital.com.sg>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Jim,

We are in the midst of preparing the report.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Wednesday, 18 September 2019 3:53 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Denise,

May I check if there is any update on the report?

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, September 10, 2019 9:42 AM
To: Jim Soon <JimSoon@msfirstcapital.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Jim,

Thanks for your help.

Will let our surveyor view the video and submit the report asap to you.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315

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

From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Tuesday, 10 September 2019 9:38 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: FW: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Dennis,

SMRT do not have scene photos however only had CCTV footage of the accident.

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Jim Soon

Sent: Monday, September 9, 2019 12:03 PM

To: Admin-D (LKKAuto <admin-d@lkkauto.com>

Subject: Urgent : MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Dennis,

Kindly update on the progress of the paper re-survey Urgently.

Thank You

Jim Soon

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Jim Soon

Sent: Tuesday, August 27, 2019 3:44 PM

To: Admin-D (LKKAuto <admin-d@lkkauto.com>

Subject: RE: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Dennis,

Kindly update on the progress of the paper re-survey.

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Jim Soon
Sent: Tuesday, August 20, 2019 9:36 AM
To: Admin-D (LKKAuto <admin-d@lkkauto.com>
Subject: RE: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Dennis,

Thank you for your update on the progress of the paper re-survey.

I note that the process of finalization is in process and hopefully it will complete by end of this week.

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Jim Soon
Sent: Thursday, July 18, 2019 9:37 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Sir,

Kindly expedite the paper re-survey as this case is handled by our lawyer and our lawyer requires the paper re-survey urgently.

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Monday, July 15, 2019 4:05 PM
To: Jim Soon <JimSoon@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Jim,

Please kindly provide us the OI SHB597P accident photo.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Jim Soon Jian Wen [<mailto:JimSoon@msfirstcapital.com.sg>]
Sent: Tuesday, 9 July, 2019 3:23 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Sir,

For your purusal.

Thank You

Jim Soon

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, July 9, 2019 2:32 PM

To: Jim Soon Jian Wen <JimSoon@msfirstcapital.com.sg>

Cc: assignments@lkkauto.com'

Subject: RE: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Jim,

Kindly assist to provide us both parties GIA report.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Jim Soon Jian Wen <JimSoon@msfirstcapital.com.sg>

Sent: Monday, 1 July 2019 5:04 PM

To: SUR <sur@lkkauto.com>

Subject: MSFCIL D16/4276/SMRT/JW accident between SHB597P and YL7011M on 01/04/2016

Dear Sirs,

We refer to the above matter.

We would like to request a paper re-survey of the third party vehicle (FS4148K), based on the enclosed documents:

- 1) Both parties' accident reports
- 2) Third Party's Survey report and Photos

Please acknowledge receipt and forward the report next 7 days.

Thank You

Jim Soon

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
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