

ASS. REC. BY:

REF:

CS/FU19012579 TWR302

Specialized Neutrophils

Sumber: TEMUKAN

### ASSIGNMENT (Office)

From (Person): Rosina

Cu<sup>2+</sup> FeCl<sub>3</sub>

Date/Time: 16/7/2019

Estimated Cost:

Bill 100

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

To Inv. at Vehicle No: SKL 29M

Insured: ~~BJA 240~~

at Workshop in/s Premium Automobiles

Tel: 63662322 67689911 Tony

of SS Ubi Rd 1

Policy No.

Claim No: D19004660 MVPZ

Sum Insured:

Excess: NIL

Make of Vehicle

D.O.A. 15/7/2019

1. The first step is to identify the problem or question that needs to be answered. This involves understanding the context and the specific requirements of the task.

CA / REV / REP. / REV 24 HRS

Before you call Tony

H.O.D. Fedorovskii:

Date/Time: 16/7

Person Contacted: Tom

Vehicle IN/OUT

Date/Time

Action/Instruction	Value/ID	(✓)
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16/3

Tony said KIV first, estimate not ready.

SKS 29M-05 PCL 70/772 Uvbn2 Doc: 13/9/2007

SJA 29U - NA FCU 19012530 h4 opa: 15 7 2019

### Survey of 24 Bengi Sector

19/7/19

Revert to Jie Si by email

Date / Time	Action / Instruction
29/11/19	@ 340pm Spoken to Sithara... informed <u>repairer 15 days</u>
28/11/19	Final fig \$93,806.40 confirmed by email (Red 26,143.60, 22%)
	RECEIVED 29 NOV 2019



**MOTOR SURVEY ASSIGNMENT**

**Date** 19/07/2019 **Our Ref No.** D19004660MVPC  
**Accident Date** 15-07-2019 **Claim Type** Own Damage  
**Insured Vehicle** SKS29M **Third Party Vehicle**

**Survey Location** PREMIUM AUTOMOBILES PTE LTD  
55 UBI ROAD 1 (S) 408699 **Contact Person** TONY FOONG  
**Contact No.** 63662323 **Fax No.**

**Survey Type** Revert for instructions

**Appointed Surveyor** LKK AUTO CONSULTANTS PTE LTD  
**Contact Person** **Fax No.** 68416315  
**Contact Number** 62563561

**EXCESS APPLICATION FOR OWN DAMAGE CLAIM**  
**ADDITIONAL \$500.00 FOR INSURED VEHICLE INSTALLED WITH CNG TANKER**

Basic	Y/I Driver	Total
\$0	\$0	\$0

**Cc : Workshop** PREMIUM AUTOMOBILES PTE LTD **Attention** TONY FOONG  
**Officer Incharge** NEOJS

**IMPORTANT NOTE**

Kindly submit the survey report by **email only** to [surveyor@first-insurance.com.sg](mailto:surveyor@first-insurance.com.sg) within 14 days for survey assignment and 7 days for re-inspection.

**This is a computer generated letter, no signature required.**

## First Capital Insurance Limited

A FAIRFAX Company



Company Reg. No. 195000106C

GST Reg. No. M2-0001676-9

### MOTOR SURVEY ASSIGNMENT

Date	16/07/2019	Our Ref No.	D19004634MVPC
Accident Date	15-07-2019	Claim Type	Third Party
Insured Vehicle	SJA29U	Third Party Vehicle	SKS29M
Survey Location	PREMIUM AUTOMOBILE PL 55 UBI ROAD 1, SINGAPORE 408699	Contact Person	TONY FOONG
Contact No.	63662323	Fax No.	1

Survey Type Without Prejudice

Appointed Surveyor	LKK AUTO CONSULTANTS PTE LTD
Contact Person	Fax No. 68416315
Contact Number	62563561

### 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.

#### EMAIL

Cc : Workshop	PREMIUM AUTOMOBILE PL	Attention	TONY FOONG
Officer Incharge	NEOJS		

#### IMPORTANT NOTE

Kindly submit the survey report by email only to [surveyor@first-insurance.com.sg](mailto:surveyor@first-insurance.com.sg) within 14 days for survey assignment and 7 days for re-inspection.

This is a computer generated letter, no signature required.

## Veron Chen (LKKAUTO)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 29 November 2019 3:55 PM  
**To:** Sithara  
**Cc:** Neo Jie Si; SUR  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Sithara,

The matter has dissolve.

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 26 November 2019 8:12 AM  
**To:** Sithara <Sithara@msfirstcapital.com.sg>  
**Cc:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Sithara,

Will check and revert.

Best Regards,

**Veron Chen** | 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:** Sithara <Sithara@msfirstcapital.com.sg>  
**Sent:** Monday, 25 November 2019 3:07 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Cc:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Kindly confirm your e-mail below refers to OD Claim for SKS29M

Noted that LOU for this matter has already been settled. Please let us know why is there a new request for LOU?

W.r.t. repair, noted that you have already received our authorization for repair.

Thanks and regards,

Sithara G S  
Motor Claims



**Change of email address**  
[Sithara@msfirstcapital.com.sg](mailto:Sithara@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:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Monday, November 25, 2019 12:03 PM

**To:** Sithara <[Sithara@msfirstcapital.com.sg](mailto:Sithara@msfirstcapital.com.sg)>

**Subject:** FW: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Sithara,

Please kindly assist.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Veron Chen (LKKAUTO)

**Sent:** Monday, 25 November 2019 11:51 AM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Final amount \$93,806.40 @ 18 working days.

For your approval please.

Best Regards,

Veron Chen | 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:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>

**Sent:** Tuesday, 10 September 2019 9:55 AM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

We agree to additional supplementary items of \$5,105.00 to be included into this OD claim.

Please proceed to authorize repair up to \$113,508.50/- (including "check" items of \$32,872.50) as per your revised preliminary advice.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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Change of email address

neojiesi@msfirstcapital.com.sg

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---

**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Friday, August 30, 2019 11:03 AM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Enclosed with preliminary revised (incl.supplementary).

Kindly approved on the supplementary.

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAuto)

**Sent:** Monday, 26 August 2019 5:58 PM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Workshop was informed 12 days (exclude public holiday and weeks end).

Please refer attached estimate.

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAuto)

**Sent:** Monday, 26 August 2019 10:07 AM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Still pending reply from repairer.

Best Regards,

**Veron Chen** | 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:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Monday, 26 August 2019 9:46 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Any updates?

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Neo Jie Si

**Sent:** Tuesday, August 20, 2019 5:43 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Please advise as insured/broker is chasing for a reply.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, August 19, 2019 9:57 AM  
**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Will check and revert.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Sent:** Monday, 19 August 2019 9:37 AM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

We have advised insured that the recommended number of repair days is 12 days.

Insured / Broker would like to check if we have informed the workshop on the number of repair days recommended as the repair has exceeded 12 days (according to insured/ broker, their car will only be ready next month).

Therefore, please advise if you have supporting documents to show that the workshop is aware about recommended the number of days for repair.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, August 15, 2019 4:21 PM  
**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Please refer to our email below on 19/7/19.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Sent:** Thursday, 15 August 2019 4:03 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Noted.

Kindly advise the number of days recommended for the repair as insured is claiming loss of use benefit under own policy.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, August 15, 2019 3:03 PM  
**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

According to repairer, the vehicle is still under repairing.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Sent:** Thursday, 15 August 2019 2:52 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Please submit your final survey report if ready.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Neo Jie Si

**Sent:** Monday, July 29, 2019 11:01 AM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

We refer to your preliminary advice dated 19 July 2019.

Please proceed to authorize repair up to \$108,403.50/- as advised.

Thank you.

**Best regards,**

**(Ms)Neo Jie Si**

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Friday, July 19, 2019 4:37 PM

**To:** Neo Jie Si <neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>; CWS Motor Claims

<cwsmotorclaims@msfirstcapital.com.sg>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Enclosed preliminary revised of vehicle SKS 29M

Date of survey: 18/7/2019

Number of days : 12 days

**We have Not authorise repair.**

**Kindly let us have your approval please.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Sent:** Friday, 19 July 2019 3:33 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Veron,

Attached our new motor survey assignment sheet (OD) for your record purposes only.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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



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[nejiesi@msfirstcapital.com.sg](mailto:nejiesi@msfirstcapital.com.sg)

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---

**From:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Friday, July 19, 2019 2:52 PM  
**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Ms Neo,

Thank you for the email.

Dear Veron,

Please assist. Your Ref: CS/FCI19012579/T1vf3

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Friday, 19 July 2019 2:48 PM

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

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

Please refer to attached email from workshop.

SKS29M (insured with us) has reverted to claim OD instead.

There is no OD excess.

Please let us have your prelim advice on quantum before authorizing repair.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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Change of email address

[neojiesi@msfirstcapital.com.sg](mailto:neojiesi@msfirstcapital.com.sg)

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---

**From:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Sent:** Tuesday, July 16, 2019 5:20 PM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Jie Si

Please call me for this case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Tuesday, 16 July 2019 4:40 PM

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

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

We would like to request Bryan to attend to this matter personally.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

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

**Sent:** Tuesday, July 16, 2019 4:03 PM

**To:** Rosliza Bte AB Rahman <[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Sir/Madam,

Thank you for the assignment.

Best Regards

Celine Fong

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:** Rosliza Bte AB Rahman [<mailto:Rosliza@msfirstcapital.com.sg>]

**Sent:** Tuesday, 16 July 2019 3:38 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)



Dear SIRS

TPD SURVEY REQUEST ( FOR SKS29M )

Our Ref: D19/4634M/PTE/JS

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly forward us your report by email only to [Surveyor@msfirstcapital.com.sg](mailto:Surveyor@msfirstcapital.com.sg) within the next 14 days.

Thank You

Regards  
Rosliza AR  
Support Staff

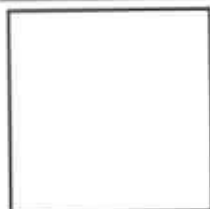
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Auto  
Consultants  
Pte Ltd

Company Registration No. 199607188R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: D19004660MVPC

Our ref: CS/FCI19014809/T1vd3

Date: 25/11/2019

The Motor Claims Department  
MS FIRST CAPITAL INSURANCE LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO. SKS 29M**

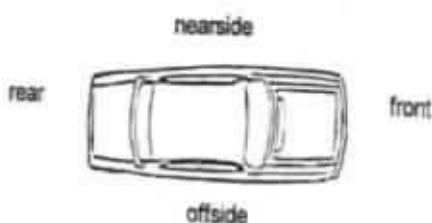
We thank you for your instruction on 16/7/2019

Please be informed that we had conducted the inspection of the above mentioned vehicle on 18/7/2019 at the premises of M/s PREMIUM AUTOMOBILES PTE LTD and have the following to report:-

Workshop Estimate Amount	: S\$119,950.00
Revised Estimate Amount	: S\$93,806.40
"Check" Items Amount	: S\$
Market Value	: S\$305,000.00
LTA Reimbursement Value	: S\$161,353.00
Nett Value	: S\$143,647.00

**Description of Damage:**

The vehicle sustained damages at the front portion



**Comments/Present Status:**

Damages Consistent  
Repair Cost Economical

Yours faithfully,

MOHAMAD TAUFIKH  
M.MATAL, AMSAE-A  
Automobile Assessor

**Veron Chen (LKKAUTO)**

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 10 September 2019 10:06 AM  
**To:** Claims Dept; SUR  
**Cc:** nora.khai@premiumauto.com.sg; Carrine Leong  
**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019  
**Attachments:** SUPPLEMENTARY.pdf

Dear Tony,

Insurance approved supplementary.

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 26 August 2019 10:05 AM  
**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** nora.khai@premiumauto.com.sg; Carrine Leong <carrine.leong@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Tony,

Kindly advise vehicle status.

As insured/broker is chasing for a reply.

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 15 August 2019 3:01 PM  
**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** nora.khai@premiumauto.com.sg; Carrine Leong <carrine.leong@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Tony,

Kindly advise vehicle status.

Best Regards,

Veron Chen | 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:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 30 July 2019 10:36 AM

**To:** Claims Dept <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>

**Cc:** nora.khai@premiumauto.com.sg

**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Tony,

Please note that insurance has approval **up to \$108,403.50/-**, any amount **above \$108,403.50** we need to seek approval.

According to surveyor, the nett value is \$120,000/.

Best Regards,

Veron Chen | 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:** Claims Dept <claims@premiumauto.com.sg>

**Sent:** Monday, 29 July 2019 9:01 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** nora.khai@premiumauto.com.sg; 'Claims' <claims@premiumauto.com.sg>

**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Veron,

Noted and kindly advise on limit repair of this vehicle.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.mailto:claims@premiumauto.com.sg w. www.audi.com.sg



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**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

**Sent:** Monday, 29 July 2019 11:31 AM

**To:** claims@premiumauto.com.sg; SUR

**Cc:** (nora.khai@premiumauto.com.sg)

**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Ezuwan Huzaini,

As instructed by our client , please proceed to repair the **insured vehicle SKS 29M, up to S108,403.50/- (Excess NIL).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | 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:** Claims <claims@premiumauto.com.sg>

**Sent:** Friday, 26 July 2019 3:47 PM

**To:** 'Neo Jie Si' <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Cc:** claims@premiumauto.com.sg

**Subject:** RE: OD CLAIM FOR SKS 29 M

**Importance:** High

**1<sup>ST</sup> REMINDER**

Dear Jie Si,

Please advise on the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

Thank you.

Best Regards,  
Ezuwan Huzaini  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 25 July 2019 10:10 AM  
**To:** 'Neo Jie Si' <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SKS 29 M

Hi Jie Si,

Any update on the approval?

Thank you.

Best Regards,  
Ezuwan Huzaini  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Tuesday, 23 July 2019 4:54 PM

**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Neo Jie Si' <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: OD CLAIM FOR SKS 29 M

Dear Jie Si,

Any update on repair approval?

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.<mailto:claims@premiumauto.com.sg> w. [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Thursday, 18 July 2019 3:39 PM

**To:** 'Claims Dept'; 'Neo Jie Si'  
**Cc:** 'Claims Dept'  
**Subject:** RE: OD CLAIM FOR SKS 29 M

Dear Jie Si,

Attached GIA report for your kind reference. owner converted to OD claim

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.mailto:claims@premiumauto.com.sg w. www.audi.com.sg

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**From:** Claims Dept [mailto:claims@premiumauto.com.sg]

**Sent:** Monday, 15 July 2019 8:26 PM

**To:** 'Neo Jie Si'

**Cc:** 'Claims Dept'

**Subject:** RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

Noted.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.mailto:claims@premiumauto.com.sg w. www.audi.com.sg

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**From:** Neo Jie Si [<mailto:Neojiesi@msfirstcapital.com.sg>]  
**Sent:** Monday, 15 July 2019 6:36 PM  
**To:** Claims  
**Subject:** RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

**WITHOUT PREJUDICE**

Dear Tony,

Please forward the estimate once ready.

We will be appointing LKK for this PRI.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, July 15, 2019 5:09 PM  
**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for your reference.

we will forward you the estimate once is available.

Please let us know who should we looking for arrange survey.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.mailto:claims@premiumauto.com.sg w. www.audi.com.sg

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## Veron Chen (LKKAUTO)

---

**From:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Sent:** Tuesday, 10 September 2019 9:55 AM  
**To:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M  
**Attachments:** PRELI ADVISED.pdf (INCLSUPPLEMENTARY).pdf; SUPPLEMENTARY.pdf

Dear Veron,

We agree to additional supplementary items of \$5,105.00 to be included into this OD claim.

Please proceed to authorize repair up to \$113,508.50/- (including "check" items of \$32,872.50) as per your revised preliminary advice.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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[neojiesi@msfirstcapital.com.sg](mailto:neojiesi@msfirstcapital.com.sg)

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, August 30, 2019 11:03 AM  
**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Enclosed with preliminary revised (incl.supplementary).

Kindly approved on the supplementary.

Best Regards,

Veron Chen | 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:** Veron Chen (LKKAuto)

**Sent:** Monday, 26 August 2019 5:58 PM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Workshop was informed 12 days (exclude public holiday and weeks end).

Please refer attached estimate.

Best Regards,

**Veron Chen** | 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:** Veron Chen (LKKAuto)

**Sent:** Monday, 26 August 2019 10:07 AM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Still pending reply from repairer.

Best Regards,

**Veron Chen** | 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:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>

**Sent:** Monday, 26 August 2019 9:46 AM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Any updates?

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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



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---

**From:** Neo Jie Si  
**Sent:** Tuesday, August 20, 2019 5:43 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Please advise as insured/broker is chasing for a reply.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Monday, August 19, 2019 9:57 AM

**To:** Nèo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Will check and revert.

Best Regards,

**Veron Chen** | 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:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>

**Sent:** Monday, 19 August 2019 9:37 AM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

We have advised insured that the recommended number of repair days is 12 days.

Insured / Broker would like to check if we have informed the workshop on the number of repair days recommended as the repair has exceeded 12 days (according to insured/ broker, their car will only be ready next month).

Therefore, please advise if you have supporting documents to show that the workshop is aware about recommended the number of days for repair.

Thank you.

**Best regards,**

**(Ms)Neo Jie Si**

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Thursday, August 15, 2019 4:21 PM  
**To:** Nèo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Please refer to our email below on 19/7/19.

Best Regards,

**Veron Chen** | 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:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Sent:** Thursday, 15 August 2019 4:03 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Noted.

Kindly advise the number of days recommended for the repair as insured is claiming loss of use benefit under own policy.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, August 15, 2019 3:03 PM  
**To:** Néo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

According to repairer, the vehicle is still under repairing.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Sent:** Thursday, 15 August 2019 2:52 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

Please submit your final survey report if ready.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Neo Jie Si  
**Sent:** Monday, July 29, 2019 11:01 AM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>



**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Veron,

We refer to your preliminary advice dated 19 July 2019.

Please proceed to authorize repair up to \$108,403.50/- as advised.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Friday, July 19, 2019 4:37 PM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Enclosed preliminary revised of vehicle SKS 29M

Date of survey: 18/7/2019

Number of days : 12 days

**We have Not authorise repair.**

**Kindly let us have your approval please.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Friday, 19 July 2019 3:33 PM

**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Veron,

Attached our new motor survey assignment sheet (OD) for your record purposes only.

Thank you.

**Best regards,**

**(Ms)Neo Jie Si**

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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---

**From:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Sent:** Friday, July 19, 2019 2:52 PM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Ms Neo,

Thank you for the email.

Dear Veron,

Please assist. Your Ref: CS/FCI19012579/T1vf3

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Friday, 19 July 2019 2:48 PM

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

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

Please refer to attached email from workshop.

SKS29M (insured with us) has reverted to claim OD instead.

There is no OD excess.

Please let us have your prelim advice on quantum before authorizing repair.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

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**From:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Sent:** Tuesday, July 16, 2019 5:20 PM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Jie Si

Please call me for this case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Tuesday, 16 July 2019 4:40 PM

To: Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Subject: RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

We would like to request Bryan to attend to this matter personally.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

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From: Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
Sent: Tuesday, July 16, 2019 4:03 PM  
To: Rosliza Bte AB Rahman <[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Cc: Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
Subject: RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Sir/Madam,

Thank you for the assignment.

Best Regards

Celine Fong

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: Rosliza Bte AB Rahman [<mailto:Rosliza@msfirstcapital.com.sg>]  
Sent: Tuesday, 16 July 2019 3:38 PM  
To: assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Cc: Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
Subject: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear SIRS

TPD SURVEY REQUEST ( FOR SKS29M )

Our Ref: D19/4634M/PTE/JS

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly forward us your report by email only to [Surveyor@msfirstcapital.com.sg](mailto:Surveyor@msfirstcapital.com.sg) within the next 14 days.

Thank You

Regards

Rosliza AR

Support Staff

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

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Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: D19004660MVPC

Our ref: CS/FCI19014809/T1vd3

Date: 30/8/2019

The Motor Claims Department  
MS FIRST CAPITAL INSURANCE LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO. SKS 29M**

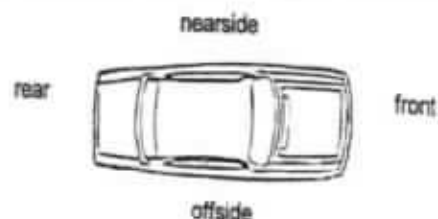
We thank you for your instruction on 16/7/2019

Please be informed that we had conducted the inspection of the above mentioned vehicle on 18/7/2019 at the premises of M/s PREMIUM AUTOMOBILES PTE LTD and have the following to report:-

Workshop Estimate Amount	: S\$119,950.00 (INCL SUPPLEMENTARY \$5105.00)
Revised Estimate Amount	: S\$80,636.00 (INCL SUPPLEMENTARY \$5105.00)
"Check" Items Amount	: S\$32,872.50
Total	: S\$113,508.50
Market Value	: S\$305,000.00
LTA Reimbursement Value	: S\$161,353.00
Nett Value	: S\$143,647.00

**Description of Damage:**

The vehicle sustained damages at the front portion



**Comments/Present Status:**

Damages Consistent  
Repair Cost Economical

Yours faithfully,

MOHAMAD TAUFIKH  
M.MATAI, AMSAE-A  
Automobile Assessor

**Veron Chen (LKKAUTO)**

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 30 July 2019 10:36 AM  
**To:** Claims Dept; SUR  
**Cc:** nora.khai@premiumauto.com.sg  
**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Tony,

Please note that insurance has approval **up to \$108,403.50/-**, any amount **above \$108,403.50** we need to seek approval.

According to surveyor, the net value is \$120,000/.

Best Regards,

**Veron Chen** | 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:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Monday, 29 July 2019 9:01 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** nora.khai@premiumauto.com.sg; 'Claims' <claims@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Veron,

Noted and kindly advise on limit repair of this vehicle.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.mailto:claims@premiumauto.com.sg w. www.audi.com.sg

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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---

**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** Monday, 29 July 2019 11:31 AM

**To:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg); SUR

**Cc:** [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)

**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Ezuwan Huzaini,

As instructed by our client , please proceed to repair the **insured vehicle SKS 29M, up to \$108,403.50/- (Excess NIL).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Sent:** Friday, 26 July 2019 3:47 PM

**To:** 'Neo Jie Si' <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: OD CLAIM FOR SKS 29 M

**Importance:** High

**1<sup>ST</sup> REMINDER**

Dear Jie Si,



Please advise on the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

Thank you.

Best Regards,  
Ezuwan Huzaini  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 25 July 2019 10:10 AM  
**To:** 'Neo Jie Si' <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SKS 29 M

Hi Jie Si,

Any update on the approval?

Thank you.

Best Regards,  
Ezuwan Huzaini  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'Neo Jie Si' <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR SKS 29 M

Dear Jie Si,

Any update on repair approval?

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Thursday, 18 July 2019 3:39 PM

**To:** 'Claims Dept'; 'Neo Jie Si'  
**Cc:** 'Claims Dept'  
**Subject:** RE: OD CLAIM FOR SKS 29 M

Dear Jie Si,

Attached GIA report for your kind reference. owner converted to OD claim

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Singapore 408699  
p. +65 6366 2323, d. +65 67689911  
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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 15 July 2019 8:26 PM  
**To:** 'Neo Jie Si'  
**Cc:** 'Claims Dept'  
**Subject:** RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

Noted.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Singapore 408699  
p. +65 6366 2323, d. +65 67689911  
e.<mailto:claims@premiumauto.com.sg> w. [www.audi.com.sg](http://www.audi.com.sg)  
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---

**From:** Neo Jie Si [<mailto:Neojiesi@msfirstcapital.com.sg>]  
**Sent:** Monday, 15 July 2019 6:36 PM  
**To:** Claims  
**Subject:** RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

**WITHOUT PREJUDICE**

Dear Tony,

Please forward the estimate once ready.

We will be appointing LKK for this PRI.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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



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[neojiesi@msfirstcapital.com.sg](mailto:neojiesi@msfirstcapital.com.sg)

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**From:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, July 15, 2019 5:09 PM  
**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for your reference.

we will forward you the estimate once is available.

Please let us know who should we looking for arrange survey.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

**p.** +65 6366 2323, **d.** +65 67689911

**e.**mailto:claims@premiumauto.com.sg **w.** www.audi.com.sg

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**Veron Chen (LKKAuto)**

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 29 July 2019 11:31 AM  
**To:** claims@premiumauto.com.sg; SUR  
**Cc:** (nora.khai@premiumauto.com.sg)  
**Subject:** RE: OD CLAIM FOR SKS 29 M-DOA: 15/7/2019

Dear Ezuwan Huzaini,

As instructed by our client , please proceed to repair the **insured vehicle SKS 29M, up to \$108,403.50/- (Excess NIL).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

**Veron Chen** | 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)

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**To:** 'Neo Jie Si' <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** claims@premiumauto.com.sg  
**Subject:** RE: OD CLAIM FOR SKS 29 M  
**Importance:** High

**1<sup>ST</sup> REMINDER**

Dear Jie Si,

Please advise on the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

Thank you.

Best Regards,  
Ezuwan Huzaini  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699

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**Subject:** RE: OD CLAIM FOR SKS 29 M

Hi Jie Si,

Any update on the approval?

Thank you.

Best Regards,  
Ezuwan Huzaini  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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**Subject:** RE: OD CLAIM FOR SKS 29 M

Dear Jie Si,

Any update on repair approval?

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

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**From:** Claims Dept [<mailto:claims@premiumauto.com.sg>]

**Sent:** Thursday, 18 July 2019 3:39 PM

**To:** 'Claims Dept'; 'Neo Jie Si'

**Cc:** 'Claims Dept'

**Subject:** RE: OD CLAIM FOR SKS 29 M

Dear Jie Si,

Attached GIA report for your kind reference. owner converted to OD claim

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699



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**From:** Claims Dept [mailto:claims@premiumauto.com.sg]

**Sent:** Monday, 15 July 2019 8:26 PM

**To:** 'Neo Jie Si'

**Cc:** 'Claims Dept'

**Subject:** RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

Noted.

Best Regards,

Tony Foong

Claims Advisor

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**To:** Claims

**Subject:** RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

**WITHOUT PREJUDICE**

Dear Tony,

Please forward the estimate once ready.

We will be appointing LKK for this PRI.

Thank you.

Best regards,  
(Ms)Neo Jie Si  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**Cc:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019

Dear all,

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We herein attached the GIA report for your reference.

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Please let us know who should we looking for arrange survey.

Thank you.

Best Regards,  
Tony Foong  
Claims Advisor

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e.<mailto:claims@premiumauto.com.sg> w. [www.audi.com.sg](http://www.audi.com.sg)

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

## Veron Chen (LKKAUTO)

---

**From:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Sent:** Monday, 29 July 2019 11:01 AM  
**To:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M  
**Attachments:** PRELI ADVISED.pdf

Dear Veron,

We refer to your preliminary advice dated 19 July 2019.

Please proceed to authorize repair up to \$108,403.50/- as advised.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, July 19, 2019 4:37 PM  
**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>; CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M

Dear Jie Si,

Enclosed preliminary revised of vehicle SKS 29M

Date of survey: 18/7/2019

Number of days : 12 days

**We have Not authorise repair.**

**Kindly let us have your approval please.**

Best Regards,

Veron Chen | 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:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>

**Sent:** Friday, 19 July 2019 3:33 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Veron,

Attached our new motor survey assignment sheet (OD) for your record purposes only.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Celine Fong (LKKAuto) <celinefong@lkkauto.com>

**Sent:** Friday, July 19, 2019 2:52 PM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Cc:** Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Ms Neo,

Thank you for the email.

Dear Veron,

Please assist. Your Ref: CS/FCI19012579/T1vf3

Best Regards,

Celine Fong

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Friday, 19 July 2019 2:48 PM

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

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

Please refer to attached email from workshop.

SKS29M (insured with us) has reverted to claim OD instead.

There is no OD excess.

Please let us have your prelim advice on quantum before authorizing repair.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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



**Change of email address**

[nejiesi@msfirstcapital.com.sg](mailto:nejiesi@msfirstcapital.com.sg)

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---

**From:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Sent:** Tuesday, July 16, 2019 5:20 PM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Jie Si

Please call me for this case.

Best Regards,

Bryan Ang

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Tuesday, 16 July 2019 4:40 PM

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

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

We would like to request Bryan to attend to this matter personally.

Thank you.

Best regards,

(Ms)Neo Jie Si

Motor Claims Dept.

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

**Sent:** Tuesday, July 16, 2019 4:03 PM

**To:** Rosliza Bte AB Rahman <[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Sir/Madam,

Thank you for the assignment.

Best Regards

Celine Fong

**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:** Rosliza Bte AB Rahman [mailto:[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)]  
**Sent:** Tuesday, 16 July 2019 3:38 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Subject:** LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear SIRS

TPD SURVEY REQUEST ( FOR SKS29M )

Our Ref: D19/4634M/PTE/JS

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly forward us your report by email only to [Surveyor@msfirstcapital.com.sg](mailto:Surveyor@msfirstcapital.com.sg) within the next 14 days.

Thank You

Regards  
Rosliza AR  
Support Staff

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | TEL 6507 3848 | Fax No. : 6507 3849 | Company Regn. No. 195000106C  
A Member of **MS&AD** INSURANCE GROUP

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[www.avg.com](http://www.avg.com)

## Veron Chen (LKKAUTO)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 19 July 2019 4:37 PM  
**To:** Neo Jie Si; SUR; 'CWS Motor Claims'  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U) -OD VEHICLE SKS 29M  
**Attachments:** PRELI ADVISED.pdf

Dear Jie Si,

Enclosed preliminary revised of vehicle SKS 29M  
Date of survey: 18/7/2019  
Number of days : 12 days

**We have Not authorise repair.**

**Kindly let us have your approval please.**

Best Regards,

Veron Chen | 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:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Sent:** Friday, 19 July 2019 3:33 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Veron,

Attached our new motor survey assignment sheet (OD) for your record purposes only.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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



**Change of email address**  
[neojiesi@msfirstcapital.com.sg](mailto:neojiesi@msfirstcapital.com.sg)

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---

**From:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Friday, July 19, 2019 2:52 PM  
**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Ms Neo,

Thank you for the email.

Dear Veron,

Please assist. Your Ref: CS/FCI19012579/T1vf3

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>  
**Sent:** Friday, 19 July 2019 2:48 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

Please refer to attached email from workshop.

SKS29M (insured with us) has reverted to claim OD instead.

There is no OD excess.

Please let us have your prelim advice on quantum before authorizing repair.

Thank you.

**Best regards,**  
**(Ms)Neo Jie Si**  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | DID : 6507 3858 | Fax No. : 6507 3849 | Company Regn. No. 195000106C



**Change of email address**

[neojiesi@msfirstcapital.com.sg](mailto:neojiesi@msfirstcapital.com.sg)

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**From:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Sent:** Tuesday, July 16, 2019 5:20 PM

**To:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Jie Si

Please call me for this case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Sent:** Tuesday, 16 July 2019 4:40 PM

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

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Celine,

We would like to request Bryan to attend to this matter personally.

Thank you.

Best regards,

**(Ms)Neo Jie Si**

Motor Claims Dept.

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

**Sent:** Tuesday, July 16, 2019 4:03 PM

**To:** Rosliza Bte AB Rahman <[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Sir/Madam,

Thank you for the assignment.

Best Regards

**Celine Fong**

**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:** Rosliza Bte AB Rahman [<mailto:Rosliza@msfirstcapital.com.sg>]

**Sent:** Tuesday, 16 July 2019 3:38 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear SIRS

TPD SURVEY REQUEST ( FOR SKS29M )

Our Ref: D19/4634M/PTE/JS

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly forward us your report by email only to [Surveyor@msfirstcapital.com.sg](mailto:Surveyor@msfirstcapital.com.sg) within the next 14 days.

Thank You

Regards

Rosliza AR

Support Staff

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Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: D19004660MVPC

Our ref: CS/FCI19012579/T1vf3

Date: 19/7/2019

The Motor Claims Department  
MS FIRST CAPITAL INSURANCE LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO. SKS 29M**

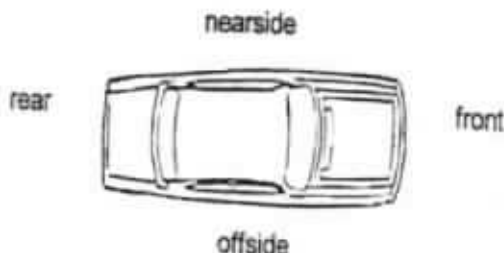
We thank you for your instruction on 16/7/2019

Please be informed that we had conducted the inspection of the above mentioned vehicle on 18/7/2019 at the premises of M/s PREMIUM AUTOMOBILES and have the following to report:-

Workshop Estimate Amount	: S\$114,845.00
Revised Estimate Amount	: S\$76,511.00
"Check" Items Amount	: S\$31,892.50
Total	: S\$108,403.50
Market Value	: S\$305,000.00
LTA Reimbursement Value	: S\$161,353.00
Nett Value	: S\$143,647.00

**Description of Damage:**

The vehicle sustained damages at the front portion



**Comments/Present Status:**

Damages Consistent  
Repair Cost Economical

Yours faithfully,

MOHAMAD TAUFIKH  
M.MATAI, AMSAE-A  
Automobile Assessor

**Veron Chen (LKKAUTO)**

---

**From:** Celine Fong (LKKAUTO)  
**Sent:** Friday, 19 July 2019 2:52 PM  
**To:** Neo Jie Si; Veron Chen (LKKAUTO)  
**Cc:** Bryan Ang (LKKAUTO); assignments  
**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS  
( Our veh: SJA29U)

Dear Ms Neo,

Thank you for the email.

Dear Veron,

Please assist. Your Ref: CS/FCI19012579/T1vf3

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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**Cc:** Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>  
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There is no OD excess.

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Thank you.

**Best regards,**

**(Ms)Neo Jie Si**

Motor Claims Dept.

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**Sent:** Tuesday, July 16, 2019 5:20 PM

**To:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Jie Si

Please call me for this case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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**From:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>

**Sent:** Tuesday, 16 July 2019 4:40 PM

**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

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**(Ms)Neo Jie Si**

Motor Claims Dept.

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**To:** Rosliza Bte AB Rahman <[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** RE: LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear Sir/Madam,

Thank you for the assignment.

Best Regards

**Celine Fong**

**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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**Sent:** Tuesday, 16 July 2019 3:38 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; Neo Jie Si <[Neojiesi@msfirstcapital.com.sg](mailto:Neojiesi@msfirstcapital.com.sg)>

**Subject:** LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)

Dear SIRS

TPD SURVEY REQUEST ( FOR SKS29M )

Our Ref: D19/4634M/PTE/JS

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Thank You

Regards

Rosliza AR

Support Staff



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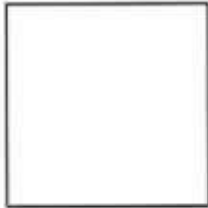
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[www.avg.com](http://www.avg.com)

## Nivitha (LKK Auto)

---

**From:** Rosliza Bte AB Rahman <Rosliza@msfirstcapital.com.sg>  
**Sent:** Tuesday, 16 July 2019 3:38 PM  
**To:** assignments  
**Cc:** Claims Dept; Neo Jie Si  
**Subject:** LKK AUTO CONSULTANTS - TPD Survey Request / Our Ref: D19/4634M/PTE/JS ( Our veh: SJA29U)  
**Attachments:** FW: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019 (1.69 MB); MT00014147 is Approved (2.88 KB); 19-4634 APPROVED.pdf; RE: ACCIDENT BETWEEN SKS 29 M AND SJA29U ON 15/7/2019 ON 15/7/2019 // MS... (1.69 MB)

Dear SIRS

TPD SURVEY REQUEST ( FOR SKS29M )

Our Ref: D19/4634M/PTE/JS

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly forward us your report by email only to [Surveyor@msfirstcapital.com.sg](mailto:Surveyor@msfirstcapital.com.sg) within the next 14 days.

Thank You

Regards  
Rosliza AR  
Support Staff

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

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> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type: Singapore NRIC  
Owner ID: 274Z

### Vehicle Details

Vehicle No.: SKS29M  
Vehicle to be Exported: No  
Intended Deregistration Date: 19 Jul 2019  
Vehicle Make: AUDI  
Vehicle Model: RS6 AVANT 4.0 TFSI QUATTRO  
Primary Colour: Grey  
Manufacturing Year: 2014  
Engine No.: CRD005272  
Chassis No.: WUAZZZ4G5EN903833  
Maximum Power Output: 412.0 kW (552 bhp)  
Open Market Value: \$107,544.00  
Original Registration Date: 28 Aug 2014  
First Registration Date: 28 Aug 2014  
Transfer Count: 1  
Actual ARF Paid: \$165,580.00

### Intended PARF Rebate Details

PARF Eligibility: Yes  
PARF Eligibility Expiry Date: 27 Aug 2024  
PARF Rebate Amount: \$124,185.00

### Intended COE Rebate Details

COE Expiry Date: 27 Aug 2024  
COE Category: E - Open Category  
COE Period(Years): 10  
QP Paid: \$72,810.00  
COE Rebate Amount: \$37,168.00  
**Total Rebate Amount: \$161,353.00**

The information contained herein is correct as at 19 Jul 2019

OK



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Direct Owner [View Details](#)

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2 vehicles

Audi RS6

Advanced Search [Search](#)

	Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
<b>Search Selection</b>	Audi RS6		Any	Any	Any	Any	Any	Any	Available



**Audi RS6 Avant 5.0A (COE till 04/2029)**

**\$138,000** N.A. 23-Sep-2009 4,991 cc - Stationwagon

Available

**Original Registration Date:** 08-May-2008 **Imported Used Vehicle.**

Family Wagon With A Lamborghini Twinturbo V10 Engine. Well Maintained Call Now To Arrange For A Viewing! Price Does Not Include 6 Months Roadtax.

[View Details](#)

Posted: 27-Jun-2019 Tags: 2009 Audi RS6, 2009 audi rs6, Audi RS6, audi rs6, Audi, RS6, rs6, Used Audi



**Audi RS6 Avant 4.0A TFSI Quattro**

**\$466,999** \$41,920 /yr 27-Mar-2018 3,993 cc 9,500 km Stationwagon

Available

One And Only RS6 Avant In The Market! 5 Years Audi Agent Warranty Till Mar 2023! Fully Audi Agent Servicing Since Day One! Daytona Grey Matt Effect Audi Management Unit! Trade In Welcome, Financing Available! Please Contact Mobile For Viewing Appoin...

[View Details](#)

Premium Automobiles

Posted: 14-Jun-2019 Tags: 2018 Audi RS6, 2018 audi rs6, Audi RS6, audi rs6, Audi, RS6, rs6, Used Audi

Save this search criteria, to get email alerts whenever a match is found.

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
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**CERTIFICATE OF INSURANCE**

ORIGINAL

Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189)

Motor Vehicles (Third-Party Risks and Compensation) Rules, 1960

Road Transport Act, 1987 (Malaysia)

Motor Vehicles (Third-Party Risks) Rules, 1959 (Malaysia)

Type of Policy. : PRIVATE MOTOR CAR INSURANCE  
Type of Cover. : Comprehensive  
Certificate No. : D-18091577MVPC  
Vehicle No / Chassis No : SKS29M / WUAZZZ4G5EN903833  
Name of Insured : LEONG JIAQUAN BENJAMIN  
Period Of Insurance : 28.08.2018 To 27.08.2019  
Insured Estimated Value : Market Value At Time Of Loss

**Excess :**

NIL FOR INSURED AND NAMED DRIVERS

SGD500.00 FOR UNNAMED DRIVERS

SGD3,500.00 SECTION I &amp; II SEPARATELY IS IMPOSED ON THOSE DRIVERS WHO ARE BELOW 22 YEARS OLD AND/OR WHO HAVE LESS THAN 2 YEARS OF DRIVING EXPERIENCE

**Authorised Driver\***

LEONG JIAQUAN BENJAMIN, TANG GAR KEOW, LEONG KAI FATT, LEONG JIA YI LENA, GOH LI LING LYNN AND LIM PENG KOON

**Persons or classes of persons entitled to drive\***

1) The Insured.

The Insured may also drive a Motor Car not belonging to or hired (under a hire purchase agreement or otherwise) to him or his employer or his partner.

2) Any other person who is driving on the Insured's order or with his permission.

\* Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

**Limitations as to use\***

Use only for social, domestic and pleasure purposes and for the Insured's business.

The Policy does not cover use for hire or reward, racing, pacemaking, reliability trial, speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

\* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

I/We HEREBY CERTIFY that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia)

MS First Capital Insurance Limited  
(Approved Insurers)KARENS/B0188/MX1F *ax*

Issued at Singapore on 14.08.2018

*[Signature]*  
Authorised Signature

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### ACCIDENT STATEMENT

Date Of Report	15/07/2019 15:36
Date Of Accident	15/07/2019 08:50
Exact Location Of Accident	29/31 TOH HEIGHTS CARPARK
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKS29M
<b>Insured/Policyholder</b>	
Name Of Registered Owner	LEONG JIAQUAN, BENJAMIN
NRIC No	S8509274Z
Email Address	BENJAMINLEONG85@ROCKETMAIL.COM
Mobile Phone No	(LOCAL) +65-90120029
Alternative Phone No	OFFICE-90120029

### Vehicle Particulars

Manufacturer	AUDI
Model	RS6 AVANT 4.0 TFSI QUATTRO

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? YES

If No, Please state action to be taken

Vehicle Category	PRIVATE CAR
------------------	-------------

### Insurance Company

Name of Insurance Company	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	D-18091577MVPC/1
Cover Note Number	

### Driver

Name of Driver	LEONG JIAQUAN, BENJAMIN
NRIC No	S8509274Z
Date Of Birth	21/03/1985
Occupation	INDOOR
Date Of Driving Pass	01/04/2004
Driving Experience	15 YEARS AND 3 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-90120029
Fax Number	
Contact Number	OFFICE-90120029
Email Address	BENJAMINLEONG85@ROCKETMAIL.COM

Address	31 TOH HEIGHTS
Postcode	507838
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-

#### General Information of the Accident

Type Of Accident	COLLIDED INTO PARKED VEHICLE
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	3
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	0

#### Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

REFER TO BELOW STATEMENT/SKETCH PLAN ATTACHED: NOTE: VEHICLE NOT PRESENT WHEN ACCIDENT REPORT LODGE. PHOTO BY OWNER HANDPHONE.

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Was there any audio recorded?	NO

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SJA29U
Vehicle Make/Model/Colour	BENTLEY / NEW FLYING SPUR W12
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

#### DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number	SFG29K
-----------------------------	--------

Vehicle Make/Model/Colour	TOYOTA / ALPHARD MOONROOF CVT
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

#### DETAILS OF OTHER VEHICLE PROPERTY 3

Vehicle Registration Number	
Vehicle Make/Model/Colour	
Details Of Properties	ELECTRIC BOX
Vehicle Category	NA/UNKNOWN
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	



**SKETCH PLAN**

**IMPORTANT NOTICE**

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any willful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the Insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the Insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Date & Time: 15/07/19

3:55pm

Driver's Signature

(If driver is not the policyholder)

Date & Time:

IDAC KAKI BUKIT (VAC)

Reporting Centre 23 Kaki Bukit Ave 4

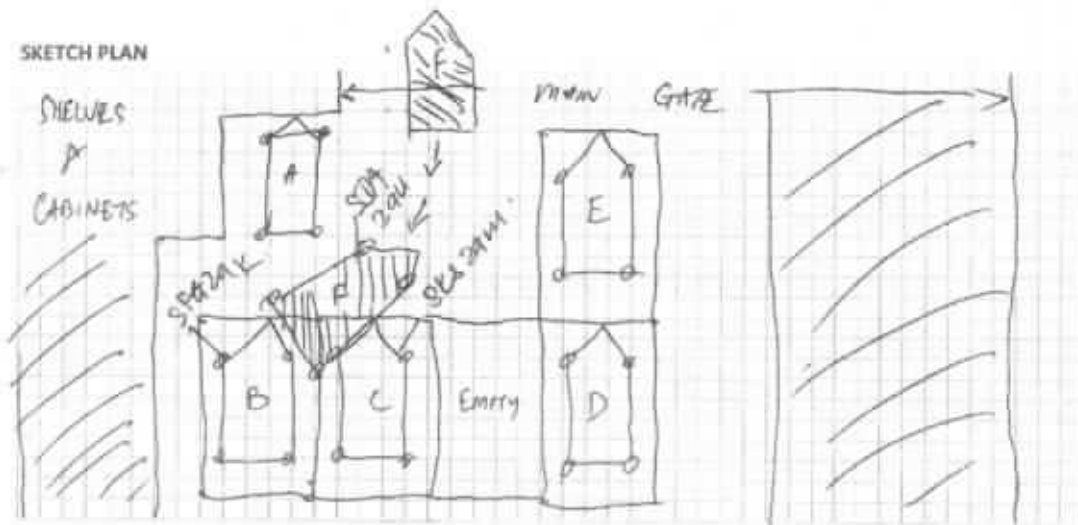
Name: Singapore 415933

NRIC/ID No: 67416697 Fax: 67492305

Email: [vackb@singnet.com.sg](mailto:vackb@singnet.com.sg)

# Sketch Plan #2 Pg. 1

## SKETCH PLAN



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

CAR F, BENTLEY FLYING SPUR W12, STAG W WAS REVERSING INTO THE GARAGE. WHEN ENGAGED AN REVERSE GEAR, SUDDENLY THE DOOR SWING OPEN ON DRIVER SIDE AND STARTED REVERSING VERY QUICKLY. IT WAS NOT ABLE TO STOP EVEN WITH DESPERATE ATTEMPTS TO USE THE BRAKES. CAR F RAMP RAN INTO CAR C, AUDI L3L, SKS 29M AND THEN CAR B, TOYOTA ALPHARD, STG 29K WHILE BOTH CARS ARE STATIONARY.

THE MY DRIVER MR RAY SIM WAS THE DRIVER AT THAT POINT IN TIME. HE TRIED TO SHIFT CAR F FORWARD TO CHECK ON THE DAMAGES BUT WHEN SHIFT GEAR TO 'D', THE CAR IMMEDIATELY ACCELERATED AND MR RAY SIM LOST CONTROL OF THE CAR.

CAR F BANGED OUR GATE, SP POWER BOX AND STARTING BOX JUST OUTSIDE OUR HOUSE.

THERE WERE NO INJURIES TO ANYONE.

## DECLARATION

I/We declare the foregoing particulars true in every respect.

15 JUL 2019

Policyholder's Signature

Date & Time: 15/07/19

3:55pm

Driver's Signature

(If driver is not the policyholder)

Date & Time:

IDAC KAKI BUKIT (VAC)

23 Kaki Bukit Ave 4

Singapore 415933

Tel: 67416697 Fax: 67492305

Email: yackb@singnet.com.sg

Accident Photo



Accident Photo



Accident Photo



Accident Photo





Accident Photo



# Addendum Sheet Pg. 1



GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE  
6 Raffles Quay #10-00 Singapore 048580  
Tel (65) 6224 0010 Fax (65) 6224 0030  
Operating Hours: Monday to Friday, 09:00 - 17:00  
UBN: 969500005 / GST Reg. No.: M400017735

**IMPORTANT NOTE:** Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

## ADDENDUM

### (A) PARTICULARS OF PERSON MAKING THE AMENDMENTS:

Original Report No: \_\_\_\_\_ Vehicle Registration No: SKS 29 M  
Name (as shown in NRIC): LEONG JIAQWAN, BENJAMIN NRIC/FIN/Passport No: S85092742  
(\*Vehicle Driver / Vehicle Owner) (\*) Please delete as appropriate  
Address: 31 TOH HEIGHTS Singapore (Postcode): 507838  
Contact (Tel): 6542 2929 Mobile No.: 9012 0029  
Email Address: benjaminleung85@rocketmail.com  
Date of Accident: 15/07/19 Time of Accident: 8:48 AM  
Place of Accident: 31 TOH HEIGHTS, 3507838 BASEMENT CARPARK  
Insurance Company: FIAT CAPITAL

### (B) ADDITIONAL INFORMATION / AMENDMENTS:

I have made a report on the above mentioned accident and would like to include additional information or make the following amendments:

UPDATE TO OWN DAMAGE CLAIM

*[Handwritten signature]*

*[Signature]*  
Policyholder / Driver's Signature  
Date: 18/07/19

**IDAC KAKI BUKIT (VAC)**  
Reporting Centre  
Name: Singapore 415933  
NRIC/Fin: 67416697 Fax: 67492305  
Date: 18/07/19 Email: yockb@singnet.com.sg