

## Denise Tay (LKKAuto)

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**From:** Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Sent:** Monday, 9 November 2020 12:53 PM  
**To:** Denise Tay (LKKAuto); Admin-D (LKKAuto)  
**Subject:** RE: Our Ref: D19/3484/SMRT/JS JP Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L ON 27 MAY 2019

Dear Denise,

Our claim reference is D19/3484/SMRT.

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

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Sent:** Monday, November 9, 2020 10:47 AM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; Neo Jie Si <Neojiesi@msfirstcapital.com.sg>  
**Subject:** RE: Our Ref: D19/3484/SMRT/JS JP Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L ON 27 MAY 2019

Dear Jie Si,

We are in the midst of preparing report.

Please provide your claim number

Best Regards,

**Denise Tay** | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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

**Sent:** Friday, 16 October 2020 1:07 PM

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

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Our Ref: D19/3484/SMRT/JS JP Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L ON 27 MAY 2019

Dear Sir/Mdm,

Thank you for the email.

Dear Denise,

Kindly assist

**FYNA Our Ref : CS/FCI19018658/Atd3**

**BEST REGARDS**

**G.NIVITHA**

**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)

*\* Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted*

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

**Sent:** Thursday, 15 October 2020 5:51 PM

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

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Our Ref: D19/3484/SMRT/JS JP Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L ON 27 MAY 2019

Dear Sirs,

We refer to the above matter.

Please advise status.

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, October 22, 2019 12:05 PM

**To:** Frauline Khoo <[FraulineKhoo@msfirstcapital.com.sg](mailto:FraulineKhoo@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Our Ref: D19/3484/SMRT/JS JP Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L ON 27 MAY 2019

Dear Sir /Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

Best Regards

**G.NIVITHA**

**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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**From:** Frauline Khoo [<mailto:FraulineKhoo@msfirstcapital.com.sg>]

**Sent:** Monday, 21 October 2019 1:29 PM

**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

**Cc:** Candy Cai <[candycal@jpknights.com](mailto:candycal@jpknights.com)>

**Subject:** Our Ref: D19/3484/SMRT/JS JP Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L ON 27 MAY 2019

Dear Sirs,

Please assist on third party vehicle survey.


Ms Candy is our adjuster & kindly assist to coordinate with her urgently.

Third party workshop, M/s Chin Meng Motors (FV8060L).

Kindly acknowledge receipt of this email.

Thank you.

**Warmest Regards,**  
**(Ms) Frauline Khoo**  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 Singapore 068877 | ☎ : 6507 3861 | 📠 : 6507 3849 |  
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**From:** Eileen Lee <[EileenLee@msfirstcapital.com.sg](mailto:EileenLee@msfirstcapital.com.sg)>

**Sent:** Monday, 21 October 2019 12:44 PM

**To:** Frauline Khoo <[FraulineKhoo@msfirstcapital.com.sg](mailto:FraulineKhoo@msfirstcapital.com.sg)>

**Subject:** FW: Your Ref: D19/3484/SMRT/JS Our Ref: IRFCI19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L AT THE CONTROLLED TRAFFIC LIGHT JUNCTION OF CHOA CHU KANG WAY AND CHOA CHU KANG AVENUE 4 ON 27 MAY 2019

Dear Frau,

I've discussed with Novin & she advised that we cannot used JP knights as they are not in our surveyor's panel.

Kindly reply to Candy that we will send LKK for this matter.

Kindly inform LKK that Candy is our adjuster & to coordinate with her.

Please let me have the file when you are done.

Thank You.

Regards,  
Eileen Lee (Ms)  
Motor Claims Dept.



**Email address**

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

Motor Claims E-mail : [motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)

Website: <http://www.msfirstcapital.com.sg>

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

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**From:** Eileen Lee

**Sent:** Monday, October 21, 2019 11:48 AM

**To:** Frauline Khoo <[FraulineKhoo@msfirstcapital.com.sg](mailto:FraulineKhoo@msfirstcapital.com.sg)>

**Subject:** RE: Your Ref: D19/3484/SMRT/JS Our Ref: IRFC19-050200 ACCIDENT INVOLVING INSURED VEHICLE SMB65Z AND THIRD PARTY MOTORYCLE FV8060L AT THE CONTROLLED TRAFFIC LIGHT JUNCTION OF CHOA CHU KANG WAY AND CHOA CHU KANG AVENUE 4 ON 27 MAY 2019

Dear Frau,

Please retrieve file & discuss.

Thank You.

Regards,

Eileen Lee (Ms)

Motor Claims Dept.



**Email address**

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

Motor Claims E-mail : [motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)

Website: <http://www.msfirstcapital.com.sg>

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