

## Mei Kwan (LKKAuto)

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**From:** Jim Soon <JimSoon@msfirstcapital.com.sg>  
**Sent:** Monday, 27 April 2020 10:19 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Eric Woo; Henry Kao; Aini Binte; Teo Swee Keong  
**Subject:** RE: SURVEY ASSESSMENT - D19007534MFSH/1 // EXPRESS SETTLEMENT  
**Attachments:** IV GIA.PDF

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** HMK

Dear Mei Kwan,

As requested, our insured's accident report.

Thank You

Jim Soon  
Motor Claim Department

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

A Member of  Insurance Group

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As a response to the COVID 19 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 business partners. We have access to emails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

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**From:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Sent:** Monday, April 27, 2020 9:24 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>; Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D19007534MFSH/1 // EXPRESS SETTLEMENT

Dear Aini/Jim,

Please assist.

Dear Mei Kwan,

Please take note that OIC for this case will be Eric Woo.

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856  
| Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD Insurance Group**

**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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Saturday, 25 April 2020 12:58 pm  
**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D19007534MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D19007534MFSH**  
**LKK REF: CC4/FCI19021185/Uka3**

Dear Sir / Madam,

We refer to the above matter.

**Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.**

**"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."**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 3 April 2020 6:19 PM  
**To:** 'Merina Chia'  
**Cc:** Admin A; Khanchna (LKK Auto)  
**Subject:** RE: SURVEY ASSESSMENT - D19007534MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D19007534MFSH**  
**LKK REF: CC4/FCI19021185/Uka3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLP 1945R on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

**Mei Kwan** | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** Monday, 2 December, 2019 9:15 AM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Subject:** PRI: SURVEY ASSESSMENT - D19007534MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

**Note: All the accident reports are uploaded into CWS for your perusal.**

Best Regards,  
Admin Team  
Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited

Tel : 6507 3848

Fax : 6507 3849

**PS: This is a system generated mail. Please do not reply to this mail.**