

Khanchna (LKK Auto)

Subject: FW: MANDATE REQUEST ON QUANTUM - [Express Settlement via LKK] - Claim No: D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Sent: 2 July 2020 10:46 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Serene Ler <Serener@msfirstcapital.com.sg>
Subject: RE: MANDATE REQUEST ON QUANTUM - [Express Settlement via LKK] - Claim No: D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

Sir/Mdm,

For Rental Loss, we are only able to offer (\$105x3=\$315) as we do not provide GST for it.

Therefore, please counter offer them \$1860 (all in) which is excluding only the GST. Thank You.

Good Day,

**Cathan Heng Ding Chao,
Motor Claims Department**

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |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 <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.

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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.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 1 July 2020 11:13 AM
To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>; Joanne Yong <Joanneyong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST ON QUANTUM - [Express Settlement via LKK] - Claim No:

D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

YOUR REF: D19007844MFSH/1
LKK REF: CC3/FCI19021932/Kkb3

Dear Sir/Madam,

We refer to the above matter.

We seek your approval to offer third party repairer **"TRANS-CAB SERVICES PTE LTD"** at **\$ 1,881.01(all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 27,110.29	\$ 1,543.96
2. Loss of Rental (3 days x \$112.35)	\$ 337.05	\$ 337.05 (3 days x \$112.35)
Total	\$ 27,447.34	<u>\$ 1,881.01</u>

Surveyor recommended 2 days for repair + 1 PRS = 3 days

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/instruction.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Tuesday, 30 June 2020 4:09 PM

To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: [Urgent] PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No:
D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

Dear Mr. Cathan,

We refer to the above matter.

We are preparing our report and will submit our report to seek mandate as soon as possible.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>

Sent: Tuesday, 30 June 2020 4:03 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: RE: [Urgent] PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

Sir/Mdm,

Sorry to bother you as this case is really urgent. Is there any updates for this case?

Good Day,

Cathan Heng Ding Chao,
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Thursday, 25 June 2020 2:21 PM

To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: [Urgent] PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

Dear Mr. Cathan,

We refer to the above matter and your e-mail below.

We will prepare our report and seek mandate promptly.

Thank you.

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.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>

Sent: Thursday, June 25, 2020 2:04 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: [Urgent] PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1// LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON 10/12/2019]

Sir/Mdm,

Is the offer for this case ready yet?

Good Day,

Cathan Heng Ding Chao,
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Heng Ding Chao

Sent: Monday, 22 June 2020 10:31 am

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>

Subject: RE: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1//
LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON
10/12/2019]

Hi Khanchna,

Here is the LOD for this case in case workshop has not provided a copy to you.

Good Day,

**Cathan Heng Ding Chao,
Motor Claims Department**

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. :
6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Heng Ding Chao

Sent: Friday, 19 June 2020 1:59 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1//
LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON
10/12/2019]

Hi Kanchna,

Is there any breakdown of quantum being proposed to TP which they have agreed on? The deadline is approaching for this case.

Good Day,

**Cathan Heng Ding Chao,
Motor Claims Department**

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Joanne Yong

Sent: Monday, 30 December 2019 12:28 pm

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1//
LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON
10/12/2019]

Dear Sir,

We agreed to the liability.

There is no investigation to be needed. Please proceed and keep us update.

Thank you

Regards,

Joanne Yong

Motor Claim Department



Change of email address

joanneyong@msfirstcapital.com.sg

MS First Capital Insurance Limited

A Member of MS&AD Insurance Group

36 Robinson Road
#16-01 City House

Singapore 068877

Tel: 6507 3846

Fax: 6507 3849

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Friday, December 27, 2019 5:33 PM

To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19007844MFSH/1//
LKK REF: CC3/FCI19021932/Kkb3 [ACCIDENT INVOLVING SHD 5545X & SHA 7307U [OI- FCI] ON
10/12/2019]

Dear Sir/Madam,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Head to rear end collision

Please also take note that the accident took place at midnight.

As such, kindly advice if there are any investigations that needs to be done and please let us have your approval on liability.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

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

Sent: Monday, 16 December 2019 2:34 PM

To: 'CWS Motor Claims' <cwsmotorclaims@msfirstcapital.com.sg>; assignments
<assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Joanne Yong' <JoanneYong@msfirstcapital.com.sg>

Subject: RE: SURVEY ASSESSMENT - D19007844MFSH/1

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

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

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

From: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Monday, 16 December, 2019 2:28 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Joanne Yong
<Joanneyong@msfirstcapital.com.sg>

Subject: PRI: SURVEY ASSESSMENT - D19007844MFSH/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.