

## Mei Kwan (LKKAuto)

**From:** Teo Swee Keong  
**Sent:** Friday, 13 December, 2019 12:01 PM  
**To:** Jason Tea  
**Cc:** Eileen Lee; Frauline Khoo; Rosliza Bte  
**Subject:** OUR REF: D19007851MFSH  
**Attachments:** SAS2716695.PDF; TP SEARCH FEE.pdf

Dear Jason

FYA, please assist as per below print screen as I have received a call forward by Ms Frauline from a stuff from Abwin Service Pte Ltd earlier regards of PRI arranging by today (Demanding).

Kindly follow up with her as I try to comfort her as we received the email for PRI (TP WS) only on 11 Dec 19 – 4:52pm that day but the Duty staff for (Motor Claims email) for Wed (11/12/2019) forward me only on 12/12/2019 at 9 40am the next day as then I also email to IL to arrange PRI later by 11:26 am yesterday.

As for your info below, can I email to LKK to arrange this survey assignment as below print screen shown as the delay from our side.

Please reply asap.

The screenshot displays the 'Claim Workflow System' interface. At the top, there's a navigation bar with the MS FirstCapital logo and the title 'Claim Workflow System'. Below this, a 'CASE DETAIL REPORT' section is visible. It contains several input fields for filtering and searching, including Status, Claim No (D19007851MFSH), Stage, Operator, Handler, MS FCIL Office Incharge, Approver, Surveyor, IV Vehicle No, TP Vehicle No, PRI Recd From Date, and PRI Recd To Date. Below these fields are buttons for Search, Reset, and Export to Excel. A table below the filters shows the details of the claim, including Claim No, Insured Name, Insured Vehicle No, Claimant Sr No, Claimant Name, TP Vehicle No, Operator, Handler, MS FCIL Office Incharge, Verifier, Approver, Surveyor, and Current Status. The table has one row of data for claim D19007851MFSH. At the bottom of the page, there's a footer with the text 'Page 1 of 1'.

Claim No	Insured Name	Insured Vehicle No	Claimant Sr No	Claimant Name	TP Vehicle No	Operator	Handler	MS FCIL Office Incharge	Verifier	Approver	Surveyor	Current Status
D19007851MFSH	COMFORT TRANSPORTATION PTE LTD	SHD4027G	1	ABWIN SERVICE PTE LTD	SKQ8320D	HARSHA	SAVAN	JOANNEY	SAVAN	JASON TEA	LKK AUTO CONSULTANTS PTE LTD	SURVEYOR ASSIGNMENT APPROVAL

Thanks and Regards,

SK Teo  
Motor Claims Dept

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

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**From:** Teo Swee Keong

**Sent:** Thursday, December 12, 2019 11:26 AM

**To:** IL Process Centre <ilprocesscentre@icicilombard.com>; Savan K //ICICILOMBARD/HYD

<k.savan@icicilombard.com>; Dhasannagari Harsha //ICICILOMBARD/HYD <dhasannagari.sri@icicilombard.com>

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

**Subject:** OUR REF: SHD4027G DOA 11/12/2019

Dear Sirs

New survey request for your handling.

Thanks and Regards,

SK Teo

Motor Claims Dept

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

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**From:** Rosliza Bte <[Rosliza@msfirstcapital.com.sg](mailto:Rosliza@msfirstcapital.com.sg)>

**Sent:** Thursday, December 12, 2019 9:40 AM

**To:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

**Subject:** FW: PRI - Accident Involving SKQ8320D & SHD4027G on 11/12/2019

PRI NC-19012311

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**From:** Gerine <[gerine@abwinm9.com](mailto:gerine@abwinm9.com)>

**Sent:** Wednesday, December 11, 2019 4:52 PM

**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>

**Subject:** PRI - Accident Involving SKQ8320D & SHD4027G on 11/12/2019

WITHOUT PREJUDICE

Dear Sir / Mdm

We have been appointed by **Mr Chong Ah Joo**, the registered owner of vehicle no. **SKQ8320D** to claim damages against you in connection with a road traffic accident involving SKQ8320D & SHD4027G on 11/12/2019 at around 0603hrs along Paya Lebar Road (diagonally) opposite MacPherson MRT Station.

Please arrange for your surveyor to conduct the Pre-repair Inspection on **Friday 13/12/2019 between 3pm to 5pm** at our premises (if not available, please let us have the alternative timing):

Workshop Location:

**Abwin Service Pte Ltd**

17 Kaki Bukit Road 4

#01-58/59/60/61/62

Bartley Biz Centre

Singapore 417809

Please note that if you fail to arrange the pre-repair inspection within the next two (2) working days excluding any intervening Saturday, Sunday and/or Public Holiday, our workshop will commence the repair works without any further notice or reference to you.

Thank you and regards,  
Gerine Cheng  
Claims Department  
DID +65 6713 9416  
Mobile +65 9234 6445  
Abwin Service Pte Ltd  
17 Kaki Bukit Road 4  
#01-60 Bartley Biz Centre  
Singapore 417809