

## Jasper Chua (LKK Auto)

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**From:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Sent:** Tuesday, 15 September 2020 2:51 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1bb3

Dear Jasper,

Your approval to negotiate from \$18,285.00 to \$18,705.00.

- Loss of use - \$90-\$150 x 7 days

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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*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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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Tuesday, 1 September 2020 11:43 AM  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Motor Claims <MotorClaims@msfirstcapital.com.sg>  
**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1bb3

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **VFIX AUTO SERVICE PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 47,846.92	\$ 17,655.00

Loss of Use (\$150.00 x 7 days)	\$ 1,050.00	\$ 1,050.00
GIA Search Fee	NIL	NIL
<b>Proposed Total</b>	<b>\$ 48,896.92</b>	<b>\$ 18,705.00</b>

Breakdown of days is as follows:

Recommended days	7 Days
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For your approval and/or further instruction please.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

**From:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Sent:** Tuesday, 1 September 2020 10:51 AM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1hb3

Dear Jasper,

We are agreeable with your proposal on liability.

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

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**We appreciate your kind understanding. Stay safe.**

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**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Sent:** Wednesday, 26 August 2020 12:22 pm

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Cc:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1hb3

Dear Merina ,

Attached prelim report for your references.

Liability: 100% (BOLA 27)

Remarks: Head to Rear collision

Kindly let us have your approval on liability.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Vic (LKKAuto)

**Sent:** Monday, 13 January, 2020 10:35 AM

**To:** Merina Chia

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1hb3

Dear Merina,

We refer to your below email and the contents were noted.

We will get back to you for an update once information will be available.

Thank you.



*« Wishing you a Happy and Prosperous Lunar New Year »*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]

**Sent:** Monday, 13 January, 2020 10:19 AM

**To:** Vic (LKKAuto)

**Cc:** Admin A

**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1hb3

Dear Vic,

Please let us have the prelim report before we give approval on liability.

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  Insurance Group**

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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Monday, 13 January 2020 10:13 AM

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1 - LKK REF CC4/FCI19022190/T1hb3

Dear Sir/Madam,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Head to Rear collision

Kindly let us have your approval on liability.

Thank you.



*«Wishing you a Happy and Prosperous Lunar New Year»*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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**From:** Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]

**Sent:** Thursday, 26 December, 2019 3:42 PM

**To:** Shu Pei (LKKAuto)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1

**WITHOUT PREJUDICE**

**SAVE AS TO COST**

Dear Shu Pei,

Please refer to the attached for your perusal.

Thank you.

Best Regards,

Merina Chia (Ms)

Motor Claims Department

Personal Data Protection Act 2012 ("PDPA"):

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**From:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Sent:** Thursday, 26 December 2019 3:38 PM  
**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1

## WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

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

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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:** Tuesday, 17 December 2019 1:34 PM  
**To:** 'CWS Motor Claims' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Merina Chia' <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>; 'Sue Suhaimi' <[sue@lytag.com.sg](mailto:sue@lytag.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D19007903MFSH/1

Dear Sir/Madam,

Thank you for the assignment.



**Wishes you a Merry Christmas & Happy New Year 2020**

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]  
**Sent:** Monday, 16 December 2019 5:14 PM  
**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 - D19007903MFSH/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

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