

## Jasper Chua (LKK Auto)

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**From:** Karen Tan <karentan@msfirstcapital.com.sg>  
**Sent:** May 5, 2020 12:16 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Vic (LKKAuto)  
**Subject:** RE: <SEEK MANDATE> FW: SURVEY ASSESSMENT - D19008017MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI19022387/Eha3

Dear Jasper,

My apologise. Please ignore my email sent earlier for the mandate.

Our record shows that we have not agreed on Express Settlement. Pls provide us with evidence, if any.

*Best Regards,*

*Karen Tan*

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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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.*

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**From:** Karen Tan  
**Sent:** Tuesday, 5 May 2020 11:45 am  
**To:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Cc:** Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Subject:** RE: <SEEK MANDATE> FW: SURVEY ASSESSMENT - D19008017MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI19022387/Eha3

Dear Jasper,

You may proceed to settle as recommended or at best. Please also request for a copy of CI, NRIC & driving license for record.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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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:** Tuesday, 5 May 2020 11:17 am

**To:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>

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

**Subject:** RE: <SEEK MANDATE> FW: SURVEY ASSESSMENT - D19008017MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI19022387/Eha3

Dear Karen Tan,

It was reported that Insured vehicle was involved in a 4 vehicle chain collision and was the third car.

As such, in view of BOLA 28, liability is not to our Insured's favour and we have to settle the claim from the TP vehicle.

We propose to offer to TP repairer "**LI SHENG AUTOMOBILE TRADING**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 11,696.47	\$ 5,000.00
Loss of Use (\$150.00 x 10 days)	\$ 1,500.00	\$ 1,000.00 (\$100.00 x 10 days)
LTA Search Fee	\$ 7.45	\$ 7.45
<b>TOTAL</b>	<b>\$ 13,203.92</b>	<b>\$ 6,007.45</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	8 days
Weekend / Downtime	2 days
<b>TOTAL</b>	<b>10 days</b>

The above is for your approval and/or further instructions please.

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,

**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:** May 5, 2020 9:39 AM

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

**Subject:** <SEEK MANDATE> FW: SURVEY ASSESSMENT - D19008017MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI19022387/Eha3

TP LOD IN. TO SEEK MANDATE APPROVAL TO FCI. ATTACHED RELEVANT DOCUMENTS. THANK YOU.

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**From:** Karen Tan [<mailto:karentan@msfirstcapital.com.sg>]

**Sent:** Tuesday, 14 January, 2020 9:38 AM

**To:** Mei Kwan (LKKAuto)

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

**Subject:** RE: SURVEY ASSESSMENT - D19008017MFSH/1 // EXPRESS SETTLEMENT

Dear Sirs/Madam,

Attach insured's accident report for your necessary action.

*Best Regards,*

*Karen Tan*

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, January 14, 2020 9:30 AM

**To:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@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 - D19008017MFSH/1 // EXPRESS SETTLEMENT

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.

*"Wishing you a Happy and Prosperous Lunar New Year"*



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) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 30 December, 2019 8:15 PM

**To:** 'Karen Tan' <[karentan@msfirstcapital.com.sg](mailto:karentan@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 - D19008017MFSH/1 // EXPRESS SETTLEMENT

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBE 2222M at M/s Li Sheng Automobile Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- 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 Vic and he can be contacted at DID: 6841 2096.

*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:** Admin-D (LKKAuto)  
**Sent:** Friday, 20 December 2019 10:54 AM  
**To:** 'CWS Motor Claims'; assignments  
**Cc:** 'Karen Tan'; Admin A  
**Subject:** RE: SURVEY ASSESSMENT - D19008017MFSH/1

Dear Sir/Mdm,

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

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

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**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]  
**Sent:** Friday, 20 December 2019 9:56 AM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>  
**Subject:** PRI: SURVEY ASSESSMENT - D19008017MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

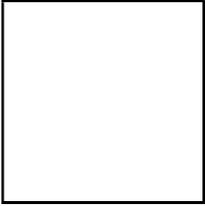
Please find attached the necessary documents for survey.

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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