

Khanchna (LKK Auto)

From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Tuesday, 4 August 2020 9:14 AM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: Cancel ES, Please Submit SR - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Khanchna,

Thanks, please submit urgently as time is crucial for us, to prevent WOS being filed.

Regards
Jason Tea
Motor Claims

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, 4 August 2020 9:01 am
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Cancel ES, Please Submit SR - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Jason,

Noted, we will do the needful.

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: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Tuesday, 4 August 2020 8:44 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Cancel ES, Please Submit SR - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Khanchna,

Please submit your survey report and survey bill by today urgently as **we have received LOD from TP Solicitors in June.**

There is not much time left for us to make an offer.

Regards
Jason Tea
Motor Claims

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement.**

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Jason Tea
Sent: Tuesday, 4 August 2020 8:40 am
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Eileen Lee <EileenLee@msfirstcapital.com.sg>
Subject: RE: No ES - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Khanchna,

How is the progress of this case, please resend request for evidence.

Regards
Jason Tea
Motor Claims

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Monday, 27 July 2020 11:25 am
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Eileen Lee <EileenLee@msfirstcapital.com.sg>
Subject: RE: No ES - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

WITHOUT PREJUDICE

Dear Jason,

There was no reply from Third party workshop yet.

We will follow up on this and revert.

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: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Monday, 27 July 2020 11:18 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Eileen Lee <EileenLee@msfirstcapital.com.sg>
Subject: No ES - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Mei Kwan,

Any reply from TP on our request for Video.

Our insured reported unsure whether he collided into TP vehicle.

Please advise urgently.

Regards
Jason Tea
Motor Claims

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Jason Tea
Sent: Monday, 13 January 2020 4:13 pm
To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Eileen Lee <EileenLee@msfirstcapital.com.sg>
Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Mei Kwan/ KhanChna,

Insured reported he not sure whether he collided into TP vehicle, hence we cannot agree to direct settlement.

Please check whether is there any video from SLR4600E, any independent witness statement that saw how the accident happened, we need the statement Or any other proof.

Jason Tea
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3860| Fax No. : 6507 3849|Email: JasonTea@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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: 10 January 2020 15:09

To: Jason Tea <JasonTea@msfirstcapital.com.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Eileen Lee <EileenLee@msfirstcapital.com.sg>

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

YOUR REF: D19007555MFSH

LKK REF: CC6/FCI19022667/Kka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLR 4600E at M/s Supreme Auto Service Pte Ltd - Sin Ming on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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.

"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 | fax: 67414108

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

From: Jason Tea <JasonTea@msfirstcapital.com.sg>

Sent: Friday, 27 December, 2019 12:50 PM

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

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

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Without Prejudice

Dear Khanchna,

Insured mentioned in his report, that he unsure whether he hit onto the TP vehicle.

Please get in the TP video footage, then write to us again.

Jason Tea

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3860| Fax No. : 6507 3849|Email: JasonTea@msfirstcapital.com.sg |Company Regn. No. 195000106C

A Member of  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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail

From: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Sent: 26 December 2019 15:58

To: Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: FW: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3) our ref: D19007555MFSH

Dear Jason

Kindly follow up with LKK as request for DS & please refer to D19007555MFSH in N-GIN.

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 |

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 www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

From: Rosliza Bte <Rosliza@msfirstcapital.com.sg>

Sent: Thursday, December 26, 2019 3:18 PM

To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Subject: FW: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3)

PRI CTPL

SHA3899D – NO REPORT

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, December 26, 2019 2:49 PM

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA3899D (MS FCI-OI) AND SLR4600E (3rd party) on 27/12/2019 (LKK REF - CC6/FCI19022667/ka3)

Dear Sir / Madam,

We refer to the above matter.

We have received new assignment from 3rd party workshop, M/s Supreme Auto Service Pte Ltd and 3rd party repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly 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 | fax: 67414108

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