

Khanchna (LKK Auto)

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Sent: Wednesday, May 27, 2020 3:10 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: MANDATE REQUEST ON QUANTUM [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Khanchna,

Your approval to negotiate from \$16,015.45 to \$16,795.45.

- Loss of use - \$80-\$100 x 14-19 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 | 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.

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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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 27 May 2020 2:50 pm
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: MANDATE REQUEST ON QUANTUM [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Ms. Merina,

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

The difference is because our preliminary advice was based on the estimate without the parts price.

Hope this clarifies.

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: Merina Chia <MerinaChia@msfirstcapital.com.sg>

Sent: Wednesday, May 27, 2020 2:45 PM

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

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

Subject: FW: MANDATE REQUEST ON QUANTUM [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK
REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Khanchna,

Understand that the prelim report that previously sent to us is about \$4,000+.

Why there is a big difference to \$13,900.00 on quantum during LOD stage?

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 | Company Regn. No. 195000106C

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

Sent: Thursday, 7 May 2020 11:04 pm

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

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

Subject: MANDATE REQUEST ON QUANTUM [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

YOUR REF: D19008064MFSH/1

LKK REF: CC4/FCI19022680/Ukb3

Dear Ms. Merina,

We refer to the above matter.

We seek your approval to offer third party repairer " **YEW TEE AUTOMOBILE TECH PTE LTD**" at **\$16,495.45 ~ 17,295.45 (all in).**

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 28,124.14	\$ 14,873.00
2. Loss of Use (20 days x \$120)	\$ 2,400.00	\$ 1,600.00 ~ 2,400.00 (20 days x \$80 ~ \$120)
3. GIA Search fee/LTA Search Fee	\$ 22.45	\$ 22.45
Total	\$ 30,545.16	<u>\$ 16,495.45 ~ 17,295.45</u>

Surveyor recommended 14 days for repair + 3 Sundays + 1 Public Holiday + 2 PRS = 20 days

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/instruction.

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

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>

Sent: Friday, January 3, 2020 11:31 AM

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

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

Subject: RE: Preliminary Advice [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Khanchna,

We are agreeable to 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 | Company Regn. No. 195000106C

A Member of **MS&AD** Insurance Group

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

Sent: Friday, 3 January 2020 11:23 AM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

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

Subject: RE: Preliminary Advice [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

YOUR REF: D19008064MFSH/1
LKK REF: CC4/FCI19022680/Ukb3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLH 9159H at M/s Yew Tee Automobile on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair

- Preliminary advice

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: Thursday, 2 January 2020 9:41 AM

To: cwsmotorclaims@msfirstcapital.com.sg; MerinaChia@msfirstcapital.com.sg

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

Subject: RE: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Sir/Madam,

We refer to the above and our e-mail dated 27/12/2019.

Please let us have your approval as the third party is chasing for liability clearance.

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: Khanchna (LKK Auto)

Sent: Monday, 30 December 2019 5:23 PM

To: cwsmotorclaims@msfirstcapital.com.sg; MerinaChia@msfirstcapital.com.sg

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

Subject: RE: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Sir/Madam,

We refer to the above and our e-mail dated 27/12/2019.

Please let us have your approval as the third party is chasing for liability clearance.

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: Khanchna (LKK Auto)

Sent: Friday, 27 December 2019 3:46 PM

To: MerinaChia@msfirstcapital.com.sg

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

Subject: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19008064MFSH/1 // LKK REF: CC4/FCI19022680/Ukb3 [ACCIDENT BETWEEN SLH 9159H & SHC 688E [FCI -OI] ON 19/12/2019]

Dear Sir/Madam,

We refer to the above matter.

Liability: 100% (BOLA 28)

Remarks: 3 vehicle chain collision, Insured vehicle last.

Kindly 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: CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

Sent: Tuesday, 24 December 2019 5:14 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Merina Chia <MerinaChia@msfirstcapital.com.sg>

Subject: PRI: SURVEY ASSESSMENT - D19008064MFSH/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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