

RE: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Thu 5/21/2020 5:03 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Dear Asher,

Pls proceed express settlement.

Thank you
Regards,

Joanne Yong
Motor Claim Department

**Change of email address**

joanneYong@msfirstcapital.com.sg

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP

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We appreciate your kind understanding. Stay safe.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Thursday, 21 May 2020 4:24 pm

To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Subject: Re: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Hi Joanne,

We refer to the above matter.

Enclosed a copy of the third party video for your easy reference.

Video clearly show that third party having a green light in his favour.

Kindly advise if we can process with EXPRESS SETTLEMENT.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Wednesday, April 15, 2020 1:10 PM

To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Subject: Re: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Hi Joanne,

Content noted.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Sent: Wednesday, April 15, 2020 12:13 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Dear Asher,

Please request by email as now I am not in office. I would not be able to view the video.

Thank you

Regards,

Joanne Yong
Motor Claim Department



Change of email address

joanneyong@msfirstcapital.com.sg

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We appreciate your kind understanding. Stay safe.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Wednesday, 15 April 2020 12:09 pm

To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Subject: Re: REQUEST OF SURVEY REPORT-OUR REF:D20000040MSFH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Hi Joanne,

We refer to the email below.

According to repairer that the video have forwarded to your good office with the LOD.

Your Ref : SHB 6387 P (FCI Insured)
Our Ref : SHA 9104 A (231219)

WITHOUT PREJUDICE

Dear Asher,

Your email of 24-03-2020 refers.

We have forwarded the Video footage together with our client's Letter of Demand dated 29-01-2020 to your principals, MS First Capital Insurance Ltd .

Thank you.

Best Regards
Claims Department

Chunni Motor Work Pte Ltd
10 Ang Mo Kio Industrial Park 2A
#03-19 AMK AutoPoint
Singapore 568047

Tel : 6483-6016 (Claims)

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Save the trees - Do you really need to print this e-mail?

However we will still try to get a copy from repairer again.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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From: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Sent: Wednesday, April 15, 2020 11:46 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Dear Asher,

Then I will advise my colleague and I will take over the matter.

Once you get please forward to me.

Please kindly request TP to revert as soon as possible

Thank you
Regards,

Joanne Yong
Motor Claim Department



Change of email address

joannejong@msfirstcapital.com.sg

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We appreciate your kind understanding. Stay safe.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Wednesday, 15 April 2020 11:44 am

To: Joanne Yong <Joannejong@msfirstcapital.com.sg>

Subject: Re: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Hi Joanna,

We refer to the email below.

We are still pending third party video footage to review the matter.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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.

From: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Sent: Wednesday, April 15, 2020 10:46 AM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Subject: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Dear Asher,

Please kindly revert .

Thank you

Regards,

Joanne Yong

Motor Claim Department



Change of email address

joanneYong@msfirstcapital.com.sg

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We appreciate your kind understanding. Stay safe.

From: Admin-D (LKKAUTO) [<mailto:admin-d@lkkauto.com>]

Sent: 14 April 2020 06:16

To: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Cc: JOANNEYONG@MSFIRSTCAPITAL.COM.SG

Subject: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

[External Email Warning: Do not click on any attachment or links/URL in this email unless sender is reliable]

Dear Sir/Madam,

Thank you for the email.

Dear Asher,

Kindly assist.

FYNA Our Ref : **CC4/FCI20000108/Dea3**

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,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Tuesday, 14 April 2020 8:30 AM

To: assignments <assignments@lkkauto.com>

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG <CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG>;

JOANNEYONG@MSFIRSTCAPITAL.COM.SG <JOANNEYONG@MSFIRSTCAPITAL.COM.SG>

Subject: REQUEST OF SURVEY REPORT-OUR REF:D20000040MFSH;ACCIDENT INVOLVING SHB6387P AND SHA9104A ON 23-12-2019

Dear Sir,

We received LOD from workshop/solicitor.

Please let us have the **Survey Report including Vehicle Inspection Photos & Survey Fees Invoice** asap.

Kindly upload the survey report through CWS from document management screen by selecting option Survey report.

Thanks & Regards,

Motor Claims Department

MS First Capital Insurance Ltd

cwsmotorclaims@msfirstcapital.com.sg

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