

**Mei Kwan (LKKAuto)**

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 3 September, 2020 4:21 PM  
**To:** Rachel Wu  
**Cc:** Admin A; Khanchna (LKK Auto)  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K // EXPRESS SETTLEMENT  
**Attachments:** TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf

**YOUR REF: D19006354MFSH**  
**LKK REF: CC4/FCI20000129/Uka3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJB 8875K on a WP basis and TP repairer proposed for express 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.***

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)

***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:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Sent:** Monday, 31 August, 2020 9:58 AM  
**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K  
**Importance:** High

Dear LKK,

I had email your end to proceed with express settlement on 02/04/2020.

Attached email for your attention.

Kindly assist on below email urgently.

Thank you

Best Regards

Rachel Wu  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@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:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>  
**Sent:** Monday, August 31, 2020 9:34 AM  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Subject:** FW: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

Dear Rachel

Please revert.

Thank you.

Best Regards  
Anysia Foo  
Senior Claims Advisor  
**Hock Wah Motor Workshop Pte Ltd**  
Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977  
Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

---

**From:** Hock Wah Motor Pte Ltd  
**Sent:** 03 March 2020 14:54  
**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

Dear Rachel

Please find attach as police investigation result and revert on liability for above mention claim.

Thank you.

Best Regards  
Anysia Foo  
Senior Claims Advisor  
**Hock Wah Motor Workshop Pte Ltd**  
Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977  
Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

---

**From:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** Thursday, 2 January, 2020 10:07 AM  
**To:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Subject:** SURVEYOR APPOINTED; OUR REF : D19006354MFSH ; YOUR REF: SJB8875K

Dear Sir/Madam

PRI Request For **SJB8875K** Accident Involving **SHA1388A** On 02-10-2019 AT 02:35:00HRS.

Please find below details for your reference

- **Claim number :** D19006354MFSH
- **Insured vehicle number :** SHA1388A
- **Accident date :** 02-10-2019
- **Third-party vehicle number :** SJB8875K
- **Assignment type :** WITHOUT PREJUDICE: LIABILITY UNCLEAR
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** RACHELWU LIMEI

**PS: This is a system generated mail. Please do not reply to this mail.**

Regards,  
Admin Team  
Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849