

Khanchna (LKK Auto)

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Sent: Friday, May 8, 2020 12:33 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: REQUEST OF SURVEY REPORT-OUR REF:D20000171MFSH;ACCIDENT INVOLVING SHC0923B AND SKC4036A ON 02-01-2020

Dear Khanchna,

Any update on the survey report & invoice?

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: Thursday, 30 April 2020 5:08 pm
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST OF SURVEY REPORT-OUR REF:D20000171MFSH;ACCIDENT INVOLVING SHC0923B AND SKC4036A ON 02-01-2020

Dear Ms. Merina,

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

Please be informed that we have already conducted the survey.

We will prepare our report and do the necessary promptly.

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: Thursday, April 30, 2020 5:01 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST OF SURVEY REPORT-OUR REF:D20000171MFSH;ACCIDENT INVOLVING SHC0923B AND SKC4036A ON 02-01-2020

Importance: High

Dear all,

Please let us know if you have conducted survey for the above mentioned case on urgent basis.

If yes, please let us have the final invoice.

If no, please let us know and close the case as we had received LOD from workshop under uninsured losses.

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  Insurance Group

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From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 6 April 2020 3:09 pm

To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; ASSIGNMENTS@LKKAUTO.COM; 'CS A Team' <cs-a@lkkauto.com>; khanchna@lkkauto.com; Admin A <admin-a@lkkauto.com>

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

Subject: RE: REQUEST OF SURVEY REPORT-OUR REF:D20000171MFSH;ACCIDENT INVOLVING SHC0923B AND SKC4036A ON 02-01-2020

Dear Sir/Madam,

Thank you for the e-mail.

Dear Khanchna,

FYNA Our Ref : **CC4/FCI20000760/Uka3**

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: Monday, 6 April, 2020 2:41 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; MERINACHIA@MSFIRSTCAPITAL.COM.SG

Subject: REQUEST OF SURVEY REPORT-OUR REF:D20000171MFSH;ACCIDENT INVOLVING SHC0923B AND SKC4036A ON 02-01-2020

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