

## Vic (LKKAUTO)

---

**From:** enquiry@rico60.com <claims@rico60.com>  
**Sent:** Wednesday, 8 April, 2020 6:15 PM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; Vic (LKKAUTO); Jasper Chua (LKK Auto)  
**Subject:** RE: RE: RE: RE: RE: RE: DV for SLB 2511 B; Our Ref : D20000403MFSH; DOA: 14/01/2020

Dear Vic,

Thank for your promptly response.

Best Regards,  
Yvonne Teoh



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M  
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit  
#02-24, Singapore 415875  
Tel: +65 6286 6060 | Fax: +65 6286 7060  
Email: claims@rico60.com

---

**From:** [Vic \(LKKAUTO\)](#)  
**Sent:** Wednesday, 8 April, 2020 1:20 PM  
**To:** [Rico 60](#)  
**Cc:** [Admin A](#); [Vic \(LKKAUTO\)](#); [Jasper Chua \(LKK Auto\)](#)  
**Subject:** RE: RE: RE: RE: RE: RE: DV for SLB 2511 B; Our Ref : D20000403MFSH; DOA: 14/01/2020

Without Prejudice

Dear Yvonne,

We refer to your below email and the contents were noted.

Please be informed that we already received the original signed DV and we are currently closing the matter for our report submission to our principal.

As submission of original documents to our principal is currently put on hold, we will submit soft copies and will later forward the original documents.

Payment processing is subject to our principal action upon receiving our soft copies.

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,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

---

**From:** Rico 60 [mailto:claims@rico60.com]

**Sent:** Wednesday, 8 April, 2020 12:57 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: RE: RE: RE: RE: DV for SLB 2511 B; Our Ref : D20000403MFSH; DOA: 14/01/2020

Dear Vic,

Do update us as to whether you have received our DV for this case, and how long do we have to wait for payment.

Thank you.

Best Regards,

*Yvonne Teoh*



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Mobile: +65 9187 8064 | Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)

---

**From:** [Rico 60](#)

**Sent:** Monday, 30 March 2020 5:28 PM

**To:** [Vic \(LKKAuto\)](#)

**Cc:** [Admin A](#); [Vic \(LKKAuto\)](#)

**Subject:** RE: RE: RE: RE: DV for SLB 2511 B; Our Ref : D20000403MFSH; DOA: 14/01/2020

Dear Vic,

Kindly refer to attached DV.

The Original hard copy DV will courier to your on 01/04/2020.

Thank you.

Best Regards,  
Yvonne Teoh



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Mobile: +65 9187 8064 | Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)

---

**From:** [Vic \(LKKAuto\)](#)

**Sent:** Monday, 30 March 2020 5:03 PM

**To:** [Rico 60](#)

**Cc:** [Admin A](#); [Vic \(LKKAuto\)](#)

**Subject:** RE: RE: RE: DV for SLB 2511 B; Our Ref : D20000403MFSH; DOA: 14/01/2020

Without Prejudice

Dear Yvonne,

Noted with thanks.

Please find attached amended DV for your further action.

Thank you.

*"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

---

**From:** Rico 60 [<mailto:claims@rico60.com>]

**Sent:** Monday, 30 March, 2020 4:38 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: RE: RE: DV for SLB 2511 B; Our Ref : D20000403MFSH; DOA: 14/01/2020

Dear Vic,

Attached is the CI & Driver Driving License that you requested.

We will arrange courier the original DV to be sent over to you on (01/04/2020).

Kindly review & release Cheque.

Thank you.

Best Regards,

*Yvonne Teoh*



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Mobile: +65 9187 8064 | Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)

---

**From:** [Vic \(LKKAuto\)](#)

**Sent:** Tuesday, 17 March 2020 9:16 AM

**To:** [Rico 60](#)

**Cc:** [Admin A](#); [Vic \(LKKAuto\)](#)

**Subject:** RE: RE: ACKNOWLEDGEMENT : LOD - ACCIDENT INVOLVING SHA1358L AND YOUR CLIENT SLB2511B ON 14/01/2020 MSFCIL: D20000403MFSH - LKK REF CC4/FCI20001074/Uha3s2

Without Prejudice

Dear Yvonne,

We refer further to your below email.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we have our principal's mandate and we offer a global sum of **\$6,300.00** (all in) to settle your client's claim.

If agreeable, kindly let the owner sign the attached DV then **forward the original signed hard copy to us (LKK) together with a copy of the vehicle SLB 2511B Insurance Certificate and Driver's Driving Licence** for our principal to process the payment.

The above amount is to be made payable to **RICO 60 AUTO SERVICES PTE LTD.**

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

---

**From:** Rico 60 [<mailto:claims@rico60.com>]

**Sent:** Monday, 16 March, 2020 3:56 PM

**To:** Vic (LKKAuto)

**Subject:** RE: RE: ACKNOWLEDGEMENT : LOD - ACCIDENT INVOLVING SHA1358L AND YOUR CLIENT SLB2511B ON 14/01/2020 MSFCIL: D20000403MFSH

Dear Vic,

Any update(s) on the mention claim?

Look forward to hear back from you.

Thank you.

Best Regards,

*Yvonne Teoh*



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Mobile: +65 9187 8064 | Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)

---

**From:** [Rachel Wu](#)

**Sent:** Tuesday, 10 March 2020 5:02 PM

**To:** [Rico 60](#)

**Subject:** RE: ACKNOWLEDGEMENT : LOD - ACCIDENT INVOLVING SHA1358L AND YOUR CLIENT SLB2511B ON 14/01/2020 MSFCIL: D20000403MFSH

**WITHOUT PREJUDICE**

Dear Yvonne,

As per our tele-conversation earlier on, please note that we have 4 to 8 weeks to reply on the offer.

We are currently still pending for mandate.  
Will revert back with an offer soon.

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  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:** Rico 60 <[claims@rico60.com](mailto:claims@rico60.com)>

**Sent:** Tuesday, March 10, 2020 5:01 PM

**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>

**Subject:** RE: ACKNOWLEDGEMENT : LOD - ACCIDENT INVOLVING SHA1358L AND YOUR CLIENT SLB2511B ON 14/01/2020 MSFCIL: D20000403MFSH

Dear Rachel,

Any updates on this case ?

Thank you.

Best Regards,  
*Yvonne Teoh*



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Mobile: +65 9187 8064 | Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)

---

**From:** [Rachel Wu](#)

**Sent:** Wednesday, 26 February 2020 10:52 AM

**To:** [Rico 60](#)

**Subject:** ACKNOWLEDGEMENT : LOD - ACCIDENT INVOLVING SHA1358L AND YOUR CLIENT SLB2511B ON 14/01/2020 MSFCIL: D20000403MFSH

**WITHOUT PREJUDICE**

Your Ref: SLB2511B  
Our Ref : SHA1358L // D20000403M/CTPL/RW/TPD1

Dear Sir,

Accident involving SHA1358L & SLB2511B on 14.01.2020.

We acknowledge receipt of your letter of claim dated 25.02.2020 which we've received on 26/02/2020.

We are investigating your/your client's claim and will reply to you substantively soon.

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  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:** Rico 60 <[claims@rico60.com](mailto:claims@rico60.com)>

**Sent:** Tuesday, February 25, 2020 7:58 PM

**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>; Motor Claims  
<[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Subject:** RE: RESEND LOD for SLB 2511 B; Our Ref : D20000403MFSH; DOA : 14/01/2020

Dear Rachel,

Attached file as per your pursuant.

Kindly release DV / cheque.

**\*\*\* Please ignore previous mail.**

Thank You.

Best Regards,  
Yvonne Teoh



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)

---

**From:** [Rico 60](#)

**Sent:** Tuesday, 25 February 2020 6:15 PM

**To:** [RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg); [motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)

**Subject:** LOD for SLB 2511 B; Our Ref : D20000403MFSH; DOA : 14/01/2020

Dear Rachel,

Attached file as per your pursuant.

Kindly release DV / cheque.

Thank You.

Best Regards,

Yvonne Teoh



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)