

## Khanchna (LKK Auto)

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**From:** Kenneth Kong (LKKAuto)  
**Sent:** Friday, May 8, 2020 10:24 AM  
**To:** Khanchna (LKK Auto)  
**Subject:** Re: SHA2138Z (FCI) & SJQ1960P DOA 14-01-2020 23:55pm

Just submit accordingly as vehicle have not repair yet.

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**From:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Friday, 8 May 2020 9:10 AM  
**To:** Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>  
**Subject:** SHA2138Z (FCI) & SJQ1960P DOA 14-01-2020 23:55pm

Good Morning Kenneth,

Please assist to mark the items in the estimate as we need to submit report.

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](mailto:khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Sent:** Wednesday, May 6, 2020 5:21 PM  
**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Subject:** RE: PROPOSAL FOR LIABILITY [EXPRESS SETTLEMENT VIA LKK]-- D20000449MFSH/1 // EXPRESS SETTLEMENT/ SHA2138Z (FCI) & SJQ1960P DOA 14-01-2020 23:55pm

Dear Khanchna,

Our Insured Driver had decided to contact the workshop for a private settlement.  
Hence, you can close the matter & send us the Survey Report and Invoice.

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

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**From:** Rachel Wu

**Sent:** Tuesday, 21 April 2020 4:08 pm

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: PROPOSAL FOR LIABILITY [EXPRESS SETTLEMENT VIA LKK]-- D20000449MFSH/1 // EXPRESS SETTLEMENT/SHA2138Z (FCI) & SJQ1960P DOA 14-01-2020 23:55pm

Dear Khanchna,

Kindly note that we need to clarify with our Insured Driver before agreeing to the ES.

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  
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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Saturday, 18 April 2020 1:25 pm

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: PROPOSAL FOR LIABILITY [EXPRESS SETTLEMENT VIA LKK]-- D20000449MFSH/1 // EXPRESS SETTLEMENT/SHA2138Z (FCI) & SJQ1960P DOA 14-01-2020 23:55pm

**YOUR REF: D20000449MFSH**  
**LKK REF: CC4/FCI20001178/Kka3**

Dear Sir/Madam,

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

Kindly let us have your approval on liability.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@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.*

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**From:** Khanchna (LKK Auto)

**Sent:** Wednesday, April 1, 2020 5:42 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** PROPOSAL FOR LIABILITY [EXPRESS SETTLEMENT VIA LKK]-- D20000449MFSH/1 // EXPRESS SETTLEMENT/SHA2138Z (FCI) & SJQ1960P DOA 14-01-2020 23:55pm

**YOUR REF: D20000449MFSH**  
**LKK REF: CC4/FCI20001178/Kka3**

Dear Sir/Madam,

We refer to the above matter and attachments herein.

Liability: 100% (BOLA 22)

Remarks: OID collided into parked TP vehicle

Kindly take note that the video was from an independent witness whom had informed the Third party.

Kindly let us have your approval on liability.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Sent:** Wednesday, 18 March 2020 4:31 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20000449MFSH/1 // EXPRESS SETTLEMENT/ SHA2138Z. DOA 14-01-2020 23:55pm

Dear Khanchna,

Attached as per request.

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

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Friday, March 13, 2020 3:48 PM  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20000449MFSH/1 // EXPRESS SETTLEMENT

Dear Sirs / Madam,

We refer to the above matter.

**Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.**

Thank you.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 25 February 2020 1:46 PM  
**To:** 'Rachel Wu' <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Cc:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20000449MFSH/1 // EXPRESS SETTLEMENT

Dear Sirs / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Sunday, 9 February, 2020 12:17 PM  
**To:** 'Rachel Wu' <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Cc:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20000449MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20000449MFSH**  
**LKK REF: CC4/FCI20001178/Kka3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SJQ 1960P on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]  
**Sent:** Monday, 20 January 2020 10:15 AM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**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:** PRI: SURVEY ASSESSMENT - D20000449MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

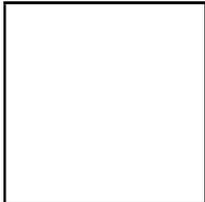
Please find attached the necessary documents for survey.

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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