

Jia Le (LKK Auto)

From: Jaclyn Maniam Kesaval <jaclynkesaval@msfirstcapital.com.sg>
Sent: Wednesday, 30 September 2020 3:08 PM
To: Jia Le (LKK Auto)
Cc: Admin A
Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear Jia Le,

Thank you for your email below.

We will await for your further updates.

Regards,
Jaclyn K.
Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C
Motor Claims: Motor_Claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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.

*With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.
Please refer to www.first-insurance.com.sg for details of PDPA Personal Data Collection Statement.

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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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, 30 September 2020 2:37 pm
To: Jaclyn Maniam Kesaval <jaclynkesaval@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear Jaclyn,

We are pending repairer to provide the documents and will breakdown the number of days once we received it.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jaclyn Maniam Kesaval [<mailto:jaclynkesaval@msfirstcapital.com.sg>]

Sent: Wednesday, 30 September 2020 2:14 PM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 //

Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Importance: High

Dear Jia Le,

We refer to our email below.

Kindly let us have the requested breakdown as well as PO and DO from repairer for our review.

Thank you.

Regards,

Jaclyn K.

Motor Claims

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A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C

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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: Jaclyn Maniam Kesaval
Sent: Wednesday, 9 September 2020 10:45 am
To: 'JiaLe@lkkauto.com' <JiaLe@lkkauto.com>
Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]
Importance: High

Dear Jia Le,

Let us have your urgent reply to our email below.

Also please request for purchase invoice and delivery order from repairer for our review.

Thank you.

Regards,
Jaclyn K.
Motor Claims

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36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C
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From: Jaclyn Maniam Kesaval
Sent: Thursday, 3 September 2020 11:47 am
To: JiaLe@lkkauto.com
Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear Jia Le,

We refer to your email below.

Let us have the breakdown to deriving at \$23,000.00 for us to review.

Thank you.

Regards,
Jaclyn K.
Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C
Motor Claims: Motor_Claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Thursday, September 3, 2020 10:55 AM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear Eric,

We have offered global sum at \$20,400.00 to third party. However, they did not accept and counter propose global sum \$23,000.00 due to Public Holidays inclusive and indent parts.

Kindly let us have your instruction.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Eric Woo [<mailto:EricWoo@msfirstcapital.com.sg>]
Sent: Monday, 24 August 2020 6:29 PM
To: Jia Le (LKK Auto)
Cc: SUR
Subject: FW: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Without Prejudice


Dear Jia Le,

You have our mandate to settle as follow:

COR : \$18,083.00
LOI : \$500 - \$700
LOR : \$1,182 - \$1,654.80
Towing : \$40.00
To offer : \$19,805 - \$20,477.80

Thank you.

Eric Woo
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email: EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of  Insurance Group

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Monday, 3 August 2020 11:32 am
To: May Chua <maychua@msfirstcapital.com.sg>
Subject: RE: SEEK MANDATE ON QUANTUM [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Claim No: D20000643MFSH/1
LKK Ref: CC4/FCI20001681/Dda3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHB 4300C AND SHC 3757U ON 24/01/2020

We refer to the above matter.

We seek your approval to offer Third Party repairer "BIFROST AUTO PTE LTD" at **\$20,593.58**(all-in).

The summary is as follows:-

	Claimed Amount	From	To
1. Cost of Repair (w/GST)	\$ 38,970.06	\$ 18,083.00	\$ 18,083.00
2. Loss of Rental (36days x \$126.47)	\$ 4,552.92	\$ 1,264.70 (10days x \$126.47)	\$ 1,770.58 (14days x \$126.47)
3. Loss of Income (36days x \$80)	\$ 2,880.00	\$ 500.00 (10days x \$50)	\$ 700.00 (14days x \$50)
4. Towing Fee	\$ 40.00	\$ 40.00	\$ 40.00
Total	\$ 46,442.98	\$ 19,887.70	\$ 20,593.58

Surveyor recommended **10** days for repair + 2 Sunday + 2PRS(Insurance received PRI on 29/01, surveyed on 30/01) = 14days

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval/instruction.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: May Chua [<mailto:maychua@msfirstcapital.com.sg>]

Sent: Monday, 20 July 2020 8:24 PM

To: Jia Le (LKK Auto)

Subject: RE: LOD [Express Settlement via LKK] - D20000643MFSH/1 // Our ref:

CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear Jia Le,

Please proceed with DS.

Kindly let us have your proposal soon

Thank you

Best Regards

May Chua

MS First Capital Insurance Limited

A Member of  Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Monday, 20 July 2020 11:14 am
To: May Chua <maychua@msfirstcapital.com.sg>
Subject: RE: LOD [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear May,

Since the Jobsheet stated that the liability quantum to be agreed. Therefore, we will proceed to seek mandate quantum once our report is ready.

Our surveyor had finalized the repair cost at L/S \$16,900.00 with 10 days of repair.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: May Chua [<mailto:maychua@msfirstcapital.com.sg>]
Sent: Monday, 20 July 2020 11:04 AM
To: Jia Le (LKK Auto)
Subject: LOD [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear Jia le,

May I check with you, we have yet to agree with the liability?

Workshop so fast send their LOD in?

Have it being finalised?

Thank you

Best Regards

May Chua

MS First Capital Insurance Limited

A Member of **MS&AD Insurance Group**

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C

Motor Claims: motor_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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We appreciate your kind understanding. Stay safe.

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Monday, 20 July 2020 10:00 am

To: May Chua <maychua@msfirstcapital.com.sg>

Subject: LOD [Express Settlement via LKK] - D20000643MFSH/1 // Our ref: CC4/FCI20001681/Dda3 [ACCIDENT INVOLVING SHB4300C AND SHC3757U ON 24/01/2020]

Dear May,

Enclosed herewith the third party LOD for your reference.

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,

Chan Jia Le | Case Handler

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