

Khanchna (LKK Auto)

Subject: FW: MANDATE REQUEST ON QUANTUM- [Express Settlement via LKK] - Claim No: D19006028MFSH/1 // Accident between FBN 4845E & SHC 8637A (FCI) on 16/09/2019

From: Joanne Yong <Joanneyong@msfirstcapital.com.sg>
Sent: Friday, May 29, 2020 6:03 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: MANDATE REQUEST ON QUANTUM- [Express Settlement via LKK] - Claim No: D19006028MFSH/1 // Accident between FBN 4845E & SHC 8637A (FCI) on 16/09/2019

Dear Sir,

Pls proceed.

Thank you
Regards,

Joanne Yong
Motor Claim Department



Change of email address
joanneyong@msfirstcapital.com.sg

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP

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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.

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.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 27 May 2020 10:08 am
To: Joanne Yong <Joanneyong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST ON QUANTUM- [Express Settlement via LKK] - Claim No: D19006028MFSH/1 // Accident between FBN 4845E & SHC 8637A (FCI) on 16/09/2019

YOUR REF: D19006028MFSH
LKK REF: CC4/FCI20002028/Gka3

Dear Ms. Joanne,

We refer to the above matter.

PIR against Insured driver – S. 65(b) RTA. Liability is down against Insured.

We seek your approval to offer third party repairer “ **BOON SIEW SINGAPORE PTE LTD**” at **\$3,354.29 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair(w/GST)	\$ 3,541.97	\$ 3,226.84
2. Loss of Use (4 days x \$30)	\$ 120.00	\$ 120.00
3. GIA Search fee/LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 3,669.42	<u>\$ 3,354.29</u>

Surveyor recommended 4 days for repair

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/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,

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: Joanne Yong <Joaneyong@msfirstcapital.com.sg>
Sent: Monday, February 10, 2020 4:10 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19006028MFSH/1 // Accident between FBN 4845E & SHC 8637A (FCI) on 16/09/2019

Dear Sir,

Liability is 100% down. Please proceed the Express settlement.

Thank you

Regards,

Joanne Yong
Motor Claim Department



Change of email address
joaneyong@msfirstcapital.com.sg

MS First Capital Insurance Limited

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

36 Robinson Road
#16-01 City House
Singapore 068877
Tel: 6507 3846
Fax: 6507 3849

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Monday, February 10, 2020 3:04 PM
To: Joanne Yong <Joaneyong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: PROPOSAL ON LIABILITY - [Express Settlement via LKK] - Claim No: D19006028MFSH/1 // Accident between FBN 4845E & SHC 8637A (FCI) on 16/09/2019

YOUR REF: D19006028MFSH
LKK REF: CC4/FCI20002028/Gka3

Dear Ms. Joanne,

We refer to the above matter.

Liability: 100% (PIR against Insured driver – S. 65(b) RTA)

Remarks: Insured driver made a U-turn

Kindly let us have your approval on liability.

Thank you.

“Wishing you a Happy and Prosperous Lunar New Year”



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: Joanne Yong <Joaneyong@msfirstcapital.com.sg>

Sent: Monday, 10 February 2020 11:39 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D19006028MFSH/1 // EXPRESS SETTLEMENT

Dear All,

We refer to the above matter.

We are unable to do express settlement. Liability is unclear.

Thank you

Regards,

Joanne Yong

Motor Claim Department



Change of email address

joaneyong@msfirstcapital.com.sg

MS First Capital Insurance Limited

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

36 Robinson Road

#16-01 City House

Singapore 068877

Tel: 6507 3846

Fax: 6507 3849

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Sunday, February 9, 2020 6:43 PM

To: Joanne Yong <Joaneyong@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D19006028MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D19006028MFSH
LKK REF: CC4/FCI20002028/Gka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle FBN 4845E on a WP basis and TP repairer proposed for a direct 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 | fax: 67414108

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

From: Admin-D (LKKAuto)
Sent: Wednesday, 5 February 2020 9:30 AM
To: 'CWS Motor Claims'; assignments; Admin A
Cc: 'Joanne Yong'
Subject: RE: SURVEY ASSESSMENT - D19006028MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

“Wishing you a Happy and Prosperous Lunar New Year”



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: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Wednesday, 5 February, 2020 9:07 AM
To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Joanne Yong <Joaneyong@msfirstcapital.com.sg>

Subject: PRI: SURVEY ASSESSMENT - D19006028MFSH/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

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