

Jasper Chua (LKK Auto)

To: Karen Tan
Cc: Admin A
Subject: RE: MANDATE: D20000863MFSH Letter of Demand (LOD) for SH 6199 D - DOA 04/02/2020 - Follow up 1 - *** LKK REF: CC4/FCI20002264/Db3q2

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Tuesday, 23 June 2020 2:51 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE: D20000863MFSH Letter of Demand (LOD) for SH 6199 D - DOA 04/02/2020 - Follow up 1 - *** LKK REF: CC4/FCI20002264/Db3q2

Dear Jasper,

Please refer to our remarks in **RED** below.

You may proceed to settle at best.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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

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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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Tuesday, 23 June 2020 12:13 pm
To: Karen Tan <karentan@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: D20000863MFSH Letter of Demand (LOD) for SH 6199 D - DOA 04/02/2020 - Follow up 1 - amended LOD, 4TH REMINDER!!!! *** LKK REF: CC4/FCI20002264/Db3q2

Dear Karen Tan,

It was reported that Insured vehicle come out from slip road.

As such, in view of BOLA 1, liability is not to our Insured's favour and we have to settle the claim from the TP vehicle.

We propose to offer to TP repairer "**BIFROST AUTO PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER	MSFC REMARKS
Cost of Repair (w/gst)	\$ 38,975.67	\$ 10,272.00	\$ 10,272.00
Loss of Income (\$80.00 x 14 days)	\$ 1,120.00	\$ 700.00 (\$50.00 x 14 days)	\$ 200.00 to \$ 450.00 (\$50.00 x 4-9 days) We had settled 3 days LOI in the driver's injury claim. The surveyor has recommended 7 days to repair.
Loss of Rental (\$125.19 x 14 days)	\$ 1,752.66	\$ 1,752.66	\$819.00 to \$ 1,404.00 (\$117.00 (excl GST) x 7-12 days)
TOTAL	\$ 41,848.33	\$ 12,724.66	\$ 11,291.00 to 12,126.00

Breakdown of days is as follows:

		MSFC REMARKS
Our surveyor's recommended days to repair	9 days	7 days
Weekend / Downtime	5 days	5 days
TOTAL	14 days	12 days

The above is for your approval and/or further instructions please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 22 June 2020 11:55 AM

To: Karen Tan <karentan@msfirstcapital.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: D20000863MFSH Letter of Demand (LOD) for SH 6199 D - DOA 04/02/2020 - Follow up 1 - amended LOD, 4TH REMINDER!!!! *** LKK REF: CC4/FCI20002264/Db3q2

Dear Karen,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jasper,

Please seek mandate.

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)

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

From: Karen Tan <karentan@msfirstcapital.com.sg>

Sent: Monday, 22 June, 2020 10:32 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: D20000863MFSH Letter of Demand (LOD) for SH 6199 D - DOA 04/02/2020 - Follow up 1 - amended LOD, 4TH REMINDER!!!!

Dear Sirs/Madam,

Please refer to the third party email below, contents of which are self-explanatory.

Kindly look into the matter and revert soonest.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.