

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Thursday, 5 November 2020 4:03 PM
To: Chris Lim Gan Koon
Cc: karentan@msfirstcapital.com.sg; Admin A
Subject: RE: SURVEY ASSESSMENT - D20000963MFSH/1 // EXPRESS SETTLEMENT / Accident involving SLK 5521E and SHB 6687Z on 11/02/2020 / LKK ref : CC4/FCI20002567/Qba3q2
Attachments: 1 LKK INSPECTION REPORT.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 3 LKK INSPECTION PHOTOS.pdf; 4 LKK REINSPECTION PHOTOS 1.pdf; TP_LOD.pdf

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **N-51 AUTOMOTIVE PTE LTD** is as follows:

Note: Cost of repair amount in LOD and Repair Tax Invoice were incorrect as **\$7,750.00**. The correct cost of repair was **\$7,550.00 (Lump Sum) + GST = \$8,078.50** . TP repairer will amend their LOD and Repair Tax Invoice according upon closing.

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 10,082.82	\$ 8,078.50
Loss of Rental (\$60.95 x 12 days)	\$ 731.40	\$ 731.40
LTA	\$ 7.45	\$ 7.45
Proposed Total	\$ 10,821.67	\$ 8,817.35

Breakdown of days is as follows:

Recommended repair days	9
Weekends / Downtime	3
CLAIM DAYS	12

For your approval and/or further instruction 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: Serene Ler [<mailto:Sereneler@msfirstcapital.com.sg>]

Sent: Monday, 29 June, 2020 11:08 AM

To: Mei Kwan (LKKAuto); Heng Ding Chao
Cc: Vic (LKKAuto); Admin A
Subject: RE: SURVEY ASSESSMENT - D20000963MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

We refer to Joanne's email below dated 28/2/2020.

Please update survey and claim status.

Kindly note, Joanne is no longer with us. Please reply to Ding Chao (copied in) and the undersigned.

Thanks & Regards,

Serene Ler

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 3580 | 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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From: Joanne Yong
Sent: Friday, 28 February 2020 12:56 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Vic (LKKAuto) <vicalph@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20000963MFSH/1 // EXPRESS SETTLEMENT

Dear Sir,

Refer to your email below.

Liability is clear, please proceed express settlement.

Thank you

Regards,

Joanne Yong
Motor Claim Department



Change of email address

joanneying@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 23, 2020 2:38 PM

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

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20000963MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20000963MFSH

LKK REF: CC4/FCI20002567/Qha3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLK 5521E on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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: Thursday, 13 February 2020 1:24 PM

To: 'CWS Motor Claims'; assignments; Admin A

Cc: 'Joanne Yong'

Subject: RE: SURVEY ASSESSMENT - D20000963MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

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: Thursday, 13 February, 2020 12:49 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20000963MFSH/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.