

## Khanchna (LKK Auto)

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**From:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Sent:** 15 September 2020 4:10 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: MANDATE REQUEST ON QUANTUM - D20001066MFSH/1 // EXPRESS SETTLEMENT VIA LKK

Dear Khanchna,

Your approval to negotiate from **\$8,887.49-\$8967.49**.

- Loss of use - \$60-\$70 x 8 days

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856 | Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD** Insurance Group

**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.**

*Personal Data Protection Act 2012 ("PDPA"):*

*Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.*

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**From:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Tuesday, 15 September 2020 3:29 PM  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** MANDATE REQUEST ON QUANTUM - D20001066MFSH/1 // EXPRESS SETTLEMENT VIA LKK

**YOUR REF: D20001066MFSH/1**  
**LKK REF: CC4/FCI20002861/Kka3s2**

Dear Ms Merina,

We refer to the above matter.

Liability: 100% (BOLA 28)

Remarks: 3 vehicle chain collision, Insured vehicle is last

We seek your approval to offer third party repairer “**Tropical Tech Automobile Services**” at **\$8,887.49 ~ 9,047.49 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 15,405.20	\$ 8,400.00
2. Loss of Rental ( 8 days x \$80 )	\$ 640.00	\$ 480.00 ~ 640.00 (8 x \$60 ~ \$80)
3. LTA Search Fee	\$ 7.49	\$ 7.49
<b>Total</b>	<b>\$ 16,052.69</b>	<b><u>\$ 8,887.49 ~ 9,047.49</u></b>

Surveyor recommended 11 days for repair

Enclosed herewith all the documents for your perusal.

**Kindly let us have your approval/instruction.**

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:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Sent:** 25 August 2020 3:59 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: PROPOSAL ON LIABILITY - D20001066MFSH/1 // EXPRESS SETTLEMENT

Dear Khanchna,

Any update?

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

**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.**

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Wednesday, 5 August 2020 4:11 PM  
**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: PROPOSAL ON LIABILITY - D20001066MFSH/1 // EXPRESS SETTLEMENT

Dear Ms. Merina,

We refer to the above matter and our telephone conversation today.

Please be informed that we are unable to seek mandate today as we are pending to prepare our report.

Much apologies, we will expedite on seeking mandate ASAP.

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:** Khanchna (LKK Auto)  
**Sent:** Friday, 24 July 2020 5:43 PM  
**To:** 'Merina Chia' <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: PROPOSAL ON LIABILITY - D20001066MFSH/1 // EXPRESS SETTLEMENT

Dear Sir/Madam,

We refer to the above matter.

We attach herewith a copy of the LOD.

We will follow up with our e-mail seeking mandate promptly.

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

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**From:** Khanchna (LKK Auto)

**Sent:** Wednesday, 8 July 2020 11:57 AM

**To:** 'Merina Chia' <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** PROPOSAL ON LIABILITY - D20001066MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001066MFSH**

**LKK REF: CC4/FCI20002861/Kka3**

Dear Ms. Merina,

Liability: 100% (BOLA 28)

Remarks: 3 vehicle chain collision, Insured vehicle is last

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Sunday, 23 February 2020 12:04 PM

**To:** 'Merina Chia' <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@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 - D20001066MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001066MFSH**

**LKK REF: CC4/FCI20002861/Kka3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle PA 4355E 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)  
**Sent:** Tuesday, 18 February 2020 3:20 PM  
**To:** 'CWS Motor Claims'; assignments; Admin A  
**Cc:** 'Merina Chia'  
**Subject:** RE: SURVEY ASSESSMENT - D20001066MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

Celine Fong

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** CWS Motor Claims [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]  
**Sent:** Tuesday, 18 February 2020 2:58 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** CWS Motor Claims; Merina Chia  
**Subject:** PRI: SURVEY ASSESSMENT - D20001066MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

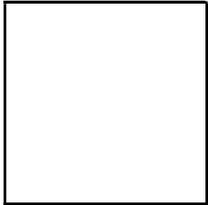
Kindly submit your report via CWS within the next 14 days.

**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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