

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 12 August 2020 10:56 AM
To: Jason Tea
Cc: Admin A
Subject: RE: PROPOSAL ON LIABILITY [Express Settlement via LKK] - D20001084MFSH/1 // Our ref: CC4/FCI20002954/Kda3 [ACCIDENT INVOLVING SH7259H AND SKN7818H ON 13/02/2020]
Attachments: RE: Emailing: skn7818h.mp4

Dear Jason,

Workshop will withdraw their LOD and let other to handle the claim. Therefore, we will submit our report to you.

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: Jason Tea [mailto:JasonTea@msfirstcapital.com.sg]

Sent: Tuesday, 11 August 2020 6:03 PM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: RE: PROPOSAL ON LIABILITY [Express Settlement via LKK] - D20001084MFSH/1 // Our ref: CC4/FCI20002954/Kda3 [ACCIDENT INVOLVING SH7259H AND SKN7818H ON 13/02/2020]

Dear Jia Le,

Ask for photos proof that states no U-turn sign, if not we disagree to their statement and maintain 50%

Jason Tea

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3860 | Fax No. : 6507 3849 | Email: JasonTea@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of  Insurance Group

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

Sent: 11 August 2020 16:47

To: Jason Tea <JasonTea@msfirstcapital.com.sg>

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

Subject: RE: PROPOSAL ON LIABILITY [Express Settlement via LKK] - D20001084MFSH/1 // Our ref: CC4/FCI20002954/Kda3 [ACCIDENT INVOLVING SH7259H AND SKN7818H ON 13/02/2020]

Dear Jason,

We have propose liability at 50% to third party. However, they did not agree as our insured has committed an illegal u-turn.

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: Jason Tea [<mailto:JasonTea@msfirstcapital.com.sg>]

Sent: Friday, 7 August 2020 6:39 PM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: RE: PROPOSAL ON LIABILITY [Express Settlement via LKK] - D20001084MFSH/1 // Our ref: CC4/FCI20002954/Kda3 [ACCIDENT INVOLVING SH7259H AND SKN7818H ON 13/02/2020]

Dear Jia Le,

Please refer to below link for our Video, although our Insured is making the U-turn, our video also shows TP changing lane. TP is also turning left. By the lane markings he should turn into the second lane but changed lane into the 1st lane to the right

Although insd is making a u-turn he is turning into the the 1st lane.

Hence we are in view liability @ 50% is fair.

This message comes with 1 file.

Click the **Download Link** of each file to download.

Download Link - Expires on 2020-08-21 00:00 GMT+0800

[CT20020243 SH7259H 13-02-2020 FAF.asf](#) (200.0 MB)

<https://secure.justattach.com/download.php?T=PaxPF4L73RmbwnoXf2FEmrpzJ5GGQWT26Ao94LWcQj0RWVZYPg0n1njFZi.KzmqJenYVznqlscVdu5ZuCex41w>

Regards

Jason Tea

Motor Claims

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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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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.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:

motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

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

Sent: Friday, 7 August 2020 5:48 pm

To: Jason Tea <JasonTea@msfirstcapital.com.sg>

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

Subject: PROPOSAL ON LIABILITY [Express Settlement via LKK] - D20001084MFSH/1 // Our ref: CC4/FCI20002954/Kda3 [ACCIDENT INVOLVING SH7259H AND SKN7818H ON 13/02/2020]

Claim No: D20001084MFSH/1

LKK Ref: CC4/FCI20002954/Kda3

Dear Sirs/Madam,

ACCIDENT INVOLVING SH 7259H AND SKN 7818H ON 13/02/2020

We refer to the above matter.

Liability: 100%

Remarks: Based on the third party video footage, we are of the view that the liability is not in ID favour.

Kindly let us have your approval on liability.

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: Jia Le (LKK Auto)

Sent: Thursday, 6 August 2020 4:48 PM

To: 'Jason Tea'

Cc: Admin A

Subject: RE: SURVEY ASSESSMENT - D20001084MFSH/1 // EXPRESS SETTLEMENT

Dear Jason,

Kindly let us have a copy of insured's video footage for our viewing.

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: Mei Kwan (LKKAuto)

Sent: Sunday, 23 February 2020 11:23 AM

To: 'Jason Tea'

Cc: Jia Le (LKK Auto); Admin A

Subject: RE: SURVEY ASSESSMENT - D20001084MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001084MFSH

LKK REF: CC4/FCI20002954/Kda3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SKN 7818H 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 Jia Le and she can be contacted at DID: 6749 5792.

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, 19 February 2020 3:16 PM
To: 'CWS Motor Claims'; assignments; Admin A
Cc: 'Jason Tea'
Subject: RE: SURVEY ASSESSMENT - D20001084MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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, 19 February, 2020 3:08 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Jason Tea
<JasonTea@msfirstcapital.com.sg>
Subject: PRI: SURVEY ASSESSMENT - D20001084MFSH/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.