

## Jasper Chua (LKK Auto)

---

**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Thursday, 27 August 2020 3:10 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** FW: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf / LKK REF : CC4/FCI20003235/R1ba3q2  
**Attachments:** 1 LKK INSPECTION REPORT.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 3 LKK INSPECTION PHOTOS.pdf; 4 LKK REINSPECTION PHOTOS.pdf; TP\_LOD.pdf

Without Prejudice


Dear Jasper,

You have our mandate to settle as follow:

COR : \$374.50  
LOR : \$240 - \$360  
LTA : \$7.45  
To offer : \$621.95 - \$741.95

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. 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

---

**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Monday, August 24, 2020 9:24 AM  
**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Motor Claims <MotorClaims@msfirstcapital.com.sg>  
**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf / LKK REF : CC4/FCI20003235/R1ba3q2

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that passengers from insured's vehicle open door and hit third party vehicle.

Summary to offer to repairer **WAH HONG & CREDIT PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 4,411.61	\$ 374.50
Loss of Rental (\$120.00 x 8 days)	\$ 960.00	\$ 600.00
LTA Search Fee	\$ 7.45	\$ 7.45
<b>Proposed Total</b>	<b>\$ 5,379.06</b>	<b>\$ 981.95</b>

(\$120.00 x 5 days)

Breakdown of days is as follows:

Recommended days	2
Weekends / Downtime	3
<b>CLAIM DAYS</b>	<b>5</b>

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](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

---

**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Friday, 21 August 2020 2:49 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

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

**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Without Prejudice

Dear Jasper,

As spoken, there is no need to interview driver.

Please let us have your recommendation for this case soonest possible.

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C

**A Member of** **MS&AD 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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. 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

---

**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Sent:** Thursday, August 20, 2020 12:19 PM  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Dear Eric,

Kindly advise what content or enquiry you want us to interview with insured driver

Thanks

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

---

**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Sent:** Wednesday, 19 August 2020 10:44 AM  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Without Prejudice


Dear Jasper,

Attached LOD for your necessary action.

**Please interview Insured's Driver and to keep us posted on the outcome of interview.**

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. 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

---

**From:** Eric Woo  
**Sent:** Wednesday, 5 August 2020 1:55 pm  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>

**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

**Importance:** High

Without Prejudice

Dear Jasper,

We refer to our email below dated 17/7/2020.

Please advise if you have interview our insured's driver and the outcome.

Thank you.

Eric Woo  
Motor Claim Department

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

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. 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

---

**From:** Eric Woo

**Sent:** Friday, 17 July 2020 11:23 am

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>

**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Without Prejudice

Dear Jasper,

We are agreeable with Express Settlement.

**Please interview Insured's Driver before proceed with Express Settlement and to keep us posted on the outcome of interview.**

Thank you.

Eric Woo  
Motor Claim Department

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

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. 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

---

**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Sent:** Thursday, July 16, 2020 1:43 PM  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Dear Eric,

Attached inspection photos taken by our surveyor, it did shows that there are yellow paint mark on the TP's vehicle door.

Kindly advise whether proceed with express settlement for this case.

Thanks

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

---

**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Sent:** Monday, 29 June 2020 3:12 PM  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** RE: SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Without Prejudice

Dear Jasper,

Based on attached video footage, no visible impact however based on TP SAS and damage photo it appears there are some yellow paint mark on the TP door.

Attached TP video for your perusal.

Thank you.

Eric Woo  
Motor Claim Department

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

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. 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

---

**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Sent:** Friday, 26 June 2020 5:25 pm

**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>

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

**Subject:** SURVEY ASSESSMENT - D20001053MFSH/1 // EXPRESS SETTLEMENT / Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Dear Rachel,

We refer to the above matter.

Liability: (BOLA NIL)

Remarks: Insured driver reported that do not aware of any accident happen. TP reported one of the passenger from insured driver's car open the door and hit the left side of TP vehicle. We requested video footage from TP workshop , but no reply since March 2020.

Kindly let us have your further instructions on this.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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