

Drop ES -MSFCIL ref: D20001526MFSH Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Jason Tea <JasonTea@msfirstcapital.com.sg>

Fri 7/24/2020 2:50 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Jim Soon <JimSoon@msfirstcapital.com.sg>; Vic Alpeh S. Sanghila <vicsanghila@msfirstcapital.com.sg>

Dear Asher,

Workshop has h/o this case to their Lawyer Legal Options to handle.

Please submit to me your Survey Report and Survey Bill via this email.

Please do not charge for Express Settlement as Express Settlement failed.

Thanks.

Regards
Jason Tea
Motor Claims

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.

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: Jason Tea

Sent: Tuesday, 2 June 2020 5:42 pm

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Jim Soon <JimSoon@msfirstcapital.com.sg>

Subject: RE: [PROPOSED LIABILITY] Re: EXPRESS SETTLEMENT VIA LKK -MSFCIL ref: D20001526MFSH Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Dear Asher,

We are in view that the TP SLU5464J is more at fault for cutting dangerously across the chevron markings on the road just before the pole divider.

Hence we do not agree to even offer 50%.

Please deny liability and offer only up to 10% if the workshop insist to claim.

Regards
Jason Tea
Motor Claims

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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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, 2 June 2020 4:15 pm

To: Jim Soon <JimSoon@msfirstcapital.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>

Subject: [PROPOSED LIABILITY] Re: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Hi Sir,

We refer to the above matter.

Liability: 50%

Remark: B:19 BOTH PARTY CHANGED INTO THE SAME LANE (REFER OI VIDEO)

Kindly let us have your approval on liability.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, June 2, 2020 2:17 PM

To: Jim Soon <JimSoon@msfirstcapital.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>

Subject: Re: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Hi Sir,

Thank you for the report.

We like to request for a copy of the insured video for us to review the liability.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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: Jim Soon <JimSoon@msfirstcapital.com.sg>

Sent: Tuesday, June 2, 2020 12:10 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>

Subject: FW: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Dear Asher,

The claim reference number D20001526MFSH and a copy of our insured's GIA report for your necessary action.

Thank You

Jim Soon

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C

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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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, June 2, 2020 11:36 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Enclosed for your perusal is:

- TP GIA report
- TP Estimate - Marked
- Preliminary Advise

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@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>
Sent: Tuesday, March 17, 2020 3:21 PM
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

Sent: Friday, 6 March, 2020 9:30 AM

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD3299U (OI : FCI - TBA) and SLU5464J (TP : LKK REF - CC6/FCI20003665/Aea3) on 28.02.2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLU 5464J at M/s MG Solution Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge Asher and she can be contacted at DID: 6841 6051.

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)