

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: May 27, 2020 12:18 PM
To: 'HengDingChao@msfirstcapital.com.sg'
Cc: Joanne Yong
Subject: RE: SURVEY ASSESSMENT - D20001384MFSH/1 // EXPRESS SETTLEMENT - LKK REF : CC4/FCI20003888/T1ba3q2
Attachments: 1 LKK INSPECTION REPORT.PDF; 2 LKK ADJUSTMENT REPORT.PDF; 3 LKK INSPECTION PHOTOS.PDF; 4 LKK REINSPECTION PHOTOS 1.pdf; 4 LKK REINSPECTION PHOTOS.PDF; TP_LOD.PDF

Dear Sir/Mdm,

It was reported that Insured driver reported that he was hit behind by third party vehicle. Third party reported that Insured's driver entering from slip road. There is no evidence from third party.

We propose to offer to TP repairer "**MY CAR CONSULTANT PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 7,089.47	\$ 3,350.00
Loss of Rental (\$150.00 x 5 days)	\$ 750.00	\$ 500.00 (\$100.00 x 5 days)
LTA & GIA Search Fee	\$ 36.49	\$ 36.49
TOTAL	\$ 7,875.96	\$ 3,886.49

Breakdown of days is as follows:

Our surveyor's recommended days to repair	5 days
Weekend / Downtime	0 days
TOTAL	5 days

The above is for your approval and/or further instructions please.

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,

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: Heng Ding Chao [<mailto:HengDingChao@msfirstcapital.com.sg>]

Sent: Wednesday, 20 May 2020 5:13 PM

To: Vic (LKKAuto)

Cc: Admin A; Joanne Yong

Subject: RE: SURVEY ASSESSMENT - D20001384MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI20003888/T1ha3

Hi Vic,

May I check with you if there is any news regarding the Express Settlement for this claim? The deadline for us to settle the claim is approaching on 26.05.20.

Good Day,

Cathan Heng Ding Chao,
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104 | Fax No. : 6507 3849 | Email: HengDingChao@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of **MS&AD** Insurance Group

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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: Joanne Yong

Sent: Wednesday, 15 April 2020 5:32 pm

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>

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

Subject: RE: SURVEY ASSESSMENT - D20001384MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI20003888/T1ha3

Dear Sir,

We have received from the workshop for the LOD. Please find the attachment.

FYA- express settlement.

Thank you

Regards,

Joanne Yong
Motor Claim Department



Change of email address

joannejong@msfirstcapital.com.sg

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Wednesday, 18 March 2020 2:03 pm

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

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

Subject: RE: SURVEY ASSESSMENT - D20001384MFSH/1 // EXPRESS SETTLEMENT - LKK REF CC4/FCI20003888/T1ha3

Dear Joanne,

We refer to your below email and the contents were noted.

We will request and will get back for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Joanne Yong [<mailto:JoanneYong@msfirstcapital.com.sg>]
Sent: Tuesday, 17 March, 2020 12:55 PM
To: Mei Kwan (LKKAuto)
Cc: Vic (LKKAuto); Admin A
Subject: RE: SURVEY ASSESSMENT - D20001384MFSH/1 // EXPRESS SETTLEMENT

Dear Sir,

The liability is unclear.

Request from TP for evidence/ video. Upon received we will review and revert on the liability.

Thank you

Regards,

Joanne Yong
Motor Claim Department



Change of email address
joanneYong@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: Thursday, March 12, 2020 4:14 PM
To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20001384MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001384MFSH
LKK REF: CC4/FCI20003888/T1ha3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLP 1482J 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: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Tuesday, 10 March, 2020 2:36 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20001384MFSH/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.