

Jasper Chua (LKK Auto)

From: Serene Ler <Serener@msfirstcapital.com.sg>
Sent: Thursday, 20 August 2020 4:33 PM
To: Jasper Chua (LKK Auto); Chris Lim Gan Koon
Cc: Admin A
Subject: RE: SEEK MANDATE / D20001384MFSH / LKK REF : CC4/FCI20003888/T1ba3q2
Attachments: D20-1384 08-03-2020 (online-video-cutter.com).mp4

Dear Jasper,

Kindly note, Joanne, Cathan and May are no longer with MSFCI.

Chris Lim is taking over Joanne/Cathan case, Vic will be taking over May's case.

As requested, we enclosed herewith the video footage for your perusal. Accident scenario are as per 3P report.

You may proceed to settle at best terms possible (\$3886.49 all in.) as per Cathan email dated 5/6/2020.

Thanks & Regards,

Serene Ler

Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3580 | Fax: 6507 3849 | Reg. No. 195000106C

Motor Claims: Motor_Claims@msfirstcapital.com.sg | Website: 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, 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.

*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.

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Sent: Wednesday, 19 August 2020 11:13 am

To: Serene Ler <Serener@msfirstcapital.com.sg>

Cc: Motor Claims <MotorClaims@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: SEEK MANDATE / D20001384MFSH / LKK REF : CC4/FCI20003888/T1ba3q2

Dear Serene,

We refer to the matter above and email attached.

I acknowledge that Joanne and Cathan no longer with FCI.

The liability seems unclear for this case. As our Insured driver reported that he was hit behind by third party vehicle. Third party reported that Insured's driver entering from slip road and hit third party from the side. There is no evidence from third party. Can you send us the video footage from insured, for us to reassess the liability (50% or 100%)? Or we can proceed with the quantum mandate from Cathan on the 5th of June 2020?

Kindly have your approval/ instructions.

Thanks

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)