

Khanchna (LKK Auto)

From: Mei Kwan (LKKAuto)
Sent: Monday, 27 July 2020 10:50 AM
To: Karen Tan
Cc: Admin A; Khanchna (LKK Auto); CS A Team
Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD4236U (OI : FCI - MSFC REF: D20001752MFSH) and SHB7615A (TP : LKK REF - CC3/FCI20004767/Kka3) on 29/03/2020

Dear Karen,

Noted.

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)

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: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Monday, 27 July, 2020 10:48 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD4236U (OI : FCI - MSFC REF: D20001752MFSH) and SHB7615A (TP : LKK REF - CC3/FCI20004767/Kka3) on 29/03/2020

Dear Sirs/Madam,

For this case, please submit survey report for closure.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | 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.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 27 July 2020 9:28 am
To: Karen Tan <karentan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD4236U (OI : FCI - MSFC REF: D20001752MFSH) and SHB7615A (TP : LKK REF - CC3/FCI20004767/Kka3) on 29/03/2020

Dear Karen,

Please refer to email enclosed.

As per email, workshop can contact LKK for direct survey.

Kindly advise whether LKK to proceed handle ES or submit survey report for closure.

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)

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: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Friday, 24 July, 2020 3:04 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD4236U (OI : FCI - MSFC REF: D20001752MFSH) and SHB7615A (TP : LKK REF - CC3/FCI20004767/Kka3) on 29/03/2020

Dear Sirs/Madam,

We refer to your email below.

1. Please note that we did not arrange for the PRI for this matter. Kindly advise who assign this assignment to you?

2. We have not agreed on Express Settlement.
3. We have already received the third party LOD however, there was no Survey Report. Kindly let us have the same to enable us to look into the matter.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | 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.

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

Sent: Thursday, 23 July 2020 10:28 am

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

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD4236U (OI : FCI - TBA) and SHB7615A (TP : LKK REF - CC3/FCI20004767/Kka3) on 29/03/2020

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)

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 1 April, 2020 2:27 PM
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHD4236U (OI : FCI - TBA) and SHB7615A (TP : LKK REF - CC3/FCI20004767/Kka3) on 29/03/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHB 7615A at M/s Trans-cab Auto Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report
- Preliminary advice

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

Kindly take note that the case handler in-charge Khanchna and she can be contacted at DID: 6841 2360.

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)