

RE: <SEEK MANDATE>: SURVEY ASSESSMENT - D20001713MFSH/1 // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20004770/Gps3

Joanne Yong <Joanneyong@msfirstcapital.com.sg>

Wed 15/4/2020 2:37 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Dear Sir,

Refer to your email below.

We will base surveyor recommendation on the repair. Please proceed for express settlement.

Thank you

Regards,

Joanne Yong
Motor Claim Department



Change of email address

joanneyong@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

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 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 14 April 2020 10:34 am

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

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

Subject: <SEEK MANDATE>: SURVEY ASSESSMENT - D20001713MFSH/1 // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20004770/Gps3

YOUR REF: D20001713MFSH/1

LKK REF: CC4/FCI20004770/Gps3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GY 9999U on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- PARF & COE Rebate
- TP GIA Report
- Photographs of TP vehicle in its damaged condition

Our surveyor is of the view that the repair limit for third party's van is **\$2,000.00**. However third party repairer proposed **\$5,000.00** for repair cost.

In view of this, we would like to seek your mandate/ instruction on the repair limit/repair cost in order for us to advise third party repairer.

Appreciate your early reply.

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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Wednesday, 1 April 2020 4:00 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; JOANNEYONG@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20001713MFSH/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.

This email has been checked for viruses by AVG antivirus software.

www.avg.com

