

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

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

Fri 17/4/2020 11:49 AM

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

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

 1 attachments (4 MB)

EMAIL FROM TP DD 170420.pdf;

Hi Joanne,

We refer to your below email.

Please be informed that third party had decided not to repair the vehicle and proceed with total loss. (see attached)

We have informed third party to submit LOD with all the supporting docs once it is ready for our further action.

Please advise if we shall continue express settlement for this matter.

Thanks.

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

Sent: Thursday, 16 April 2020 3:32 PM

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

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

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

Dear Hsiao,

The COR is recommend by our surveyor. TP workshop unable to agree we are also unable to accept their propose offer. In that case is unable to do express settlement as such please submit your surveyor report as per normal without any 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**

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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: chewht@lkkauto.com <chewht@lkkauto.com>

Sent: Thursday, 16 April 2020 3:14 pm

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

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

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

Hi Joanne,

Please be informed that this is TP case and the nett value is \$2,000.00. However third party workshop does not agreed and propose \$5,000.00 for repair.

Kindly let us have your instruction for our further action.

Thanks.

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: Joanne Yong <JoanneYong@msfirstcapital.com.sg>
Sent: Thursday, 16 April 2020 12:38 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE>: SURVEY ASSESSMENT - D20001713MFSH/1 // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20004770/Gps3

Hi Sir,

Can you advise why you recommend the COR at \$2000 and the workshop keep insist to get that parts that is expensive.

Thank you
Regards,

Joanne Yong
Motor Claim Department



Change of email address
joanneYong@msfirstcapital.com.sg

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We appreciate your kind understanding. Stay safe.

From: chewht@lkkauto.com <chewht@lkkauto.com>
Sent: Thursday, 16 April 2020 12:32 pm
To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: <SEEK MANDATE>: SURVEY ASSESSMENT - D20001713MFSH/1 // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20004770/Gps3

Hi Joanne,

Kindly refer to the attached email from third party repairer for your reference.

Third party rejected our offer of \$2,000.00 and proposed \$5,000.00 for repair cost.

Kindly advise further mandate/instruction.

Thanks.

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: Joanne Yong <JoanneYong@msfirstcapital.com.sg>

Sent: Wednesday, 15 April 2020 2:37 PM

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

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

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

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

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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 <Joaneyong@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.

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