

## Khanchna (LKK Auto)

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**From:** Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>  
**Sent:** 6 August 2020 10:03 AM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A; Serene Ler; Novin Siah; Mary Nelson  
**Subject:** RE: MANDATE REQUEST ON QUANTUM - D20001750MFSH/1 // EXPRESS SETTLEMENT VIA LKK


Sir/Mdm,

Please Proceed with Express Settlement at **\$3,457.45 ~ \$ 3,507.45 (all in).**

Based on benchmark, LOU should be (5days x \$50-\$60)

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](mailto:HengDingChao@msfirstcapital.com.sg) |Company Regn. No. 195000106C  
**A Member of  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.*

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**From:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Tuesday, 4 August 2020 5:12 PM  
**To:** Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** MANDATE REQUEST ON QUANTUM - D20001750MFSH/1 // EXPRESS SETTLEMENT VIA LKK

**YOUR REF: D20001750MFSH  
LKK REF: CC4/FCI20004848/Kka3**

Dear Mr. Cathan,

We refer to the above matter.

Liability: 100% (BOLA 27)

We seek your approval to offer third party repairer "HWA SENG SPRAY PAINTING CO." at **\$3,507.45 ~ \$ 3,557.45 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 8,649.72	\$ 3,200.00
2. Loss of Use( 5 days x \$70)	\$ 350.00	\$ 300.00 ~ 350.00 ( 5 days x \$60 ~ \$70)
3. LTA Search	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 9,007.17</b>	<b><u>\$ 3,507.45 ~ \$ 3,557.45</u></b>

Surveyor recommended 5 days for repair

Enclosed herewith all the documents for your perusal.

**Kindly let us have your approval/instruction.**

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Heng Ding Chao <[HengDingChao@msfirstcapital.com.sg](mailto:HengDingChao@msfirstcapital.com.sg)>

**Sent:** Tuesday, 4 August 2020 4:01 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** RE: [Urgent] SURVEY ASSESSMENT - D20001750MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Kindly forward the proposal as this case is urgent and need to be settled soon.

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](mailto:HengDingChao@msfirstcapital.com.sg) |Company Regn. No. 195000106C

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*We appreciate your kind understanding. Stay safe.*

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**From:** Heng Ding Chao  
**Sent:** Wednesday, 29 July 2020 9:57 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: [Urgent] SURVEY ASSESSMENT - D20001750MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Is the survey report and proposal ready yet?

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](mailto:HengDingChao@msfirstcapital.com.sg) |Company Regn. No. 195000106C  
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**From:** Heng Ding Chao  
**Sent:** Monday, 20 July 2020 4:03 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Serene Ler <[SereneLer@msfirstcapital.com.sg](mailto:SereneLer@msfirstcapital.com.sg)>  
**Subject:** [Urgent] SURVEY ASSESSMENT - D20001750MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Is the Survey Report and proposal for Express Settlement Ready? Deadline is approaching.

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](mailto:HengDingChao@msfirstcapital.com.sg) |Company Regn. No. 195000106C  
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**From:** Heng Ding Chao

**Sent:** Wednesday, 8 July 2020 10:47 AM

**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Khanchna (LKK Auto)' <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** SURVEY ASSESSMENT - D20001750MFSH/1 // EXPRESS SETTLEMENT

Resend.

Sir/Mdm,

Kindly assist to check if the survey report and proposal for express settlement for this case is ready. Thank You.

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](mailto:HengDingChao@msfirstcapital.com.sg) |Company Regn. No. 195000106C  
**A Member of MS&AD Insurance Group**

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**From:** Joanne Yong  
**Sent:** Tuesday, 7 April 2020 12:56 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20001750MFSH/1 // EXPRESS SETTLEMENT

Dear Sir,

Refer to the above matter.

We agreed Express settlement. Please proceed. Liability is clear.

Thank you

Regards,

Joanne Yong  
Motor Claim Department



**Change of email address**  
[joannejong@msfirstcapital.com.sg](mailto:joannejong@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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Friday, April 3, 2020 11:14 AM  
**To:** Joanne Yong <[Joannejong@msfirstcapital.com.sg](mailto:Joannejong@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20001750MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001750MFSH**  
**LKK REF: CC4/FCI20004848/Kka3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SKP 7326A on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly provide us a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 2 April, 2020 4:32 PM

**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** [JOANNEYONG@MSFIRSTCAPITAL.COM.SG](mailto:JOANNEYONG@MSFIRSTCAPITAL.COM.SG); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D20001750MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Sent:** Thursday, 2 April 2020 4:27 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);

[JOANNEYONG@MSFIRSTCAPITAL.COM.SG](mailto:JOANNEYONG@MSFIRSTCAPITAL.COM.SG)

**Subject:** PRI: SURVEY ASSESSMENT - D20001750MFSH/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.

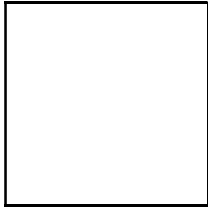
**Note: All the accident reports are uploaded into CWS for your perusal.**

Best Regards,

Admin Team

Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849

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