

Mei Kwan (LKKAuto)

From: Joanne Yong <Joanneyong@msfirstcapital.com.sg>
Sent: Wednesday, 15 April 2020 1:55 PM
To: Teo Swee Keong; Mei Kwan (LKKAuto)
Cc: Cecilia Chong (LKK Auto); Admin A; Heng Ding Chao
Subject: RE: SURVEY ASSESSMENT - D20001829MFSH/1 // EXPRESS SETTLEMENT Our ref: D20/1829/DC/CTPL

WITHOUT PREJUDICE

Dear all,

The liability still unclear.

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: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Sent: Tuesday, 14 April 2020 6:10 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Joanne Yong <Joanneyong@msfirstcapital.com.sg>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>; Joanne Yong <Joanneyong@msfirstcapital.com.sg>

Subject: PRI: SURVEY ASSESSMENT - D20001829MFSH/1 // EXPRESS SETTLEMENT Our ref: D20/1829/DC/CTPL

Dear Mei Kwan

As requested attached herewith the ID SAS report.

Our Ref: D20001829MFSH/DC/CTPL. The OIC is Ding Chao.

Thanks and Regards,

SK Teo
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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

Sent: Tuesday, April 14, 2020 5:11 PM

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

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Subject: RE: PRI: SURVEY ASSESSMENT - D20001829MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001829MFSH

LKK REF: CC4/FCI20005104/Kga3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP video footage

Kindly let us have a copy of insured's accident report for our necessary action.

"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."

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)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 14 April 2020 3:59 PM
To: JOANNEYONG@MSFIRSTCAPITAL.COM.SG
Cc: Cecilia Chong (LKK Auto); Admin A
Subject: RE: PRI: SURVEY ASSESSMENT - D20001829MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001829MFSH
LKK REF: CC4/FCI20005104/Kga3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SKN 4667X on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Cecilia and she can be contacted at DID: 6749 4274.

To check availability of the case handler, you may contact the undersigned.

"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."

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)

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Thursday, 9 April 2020 9:39 AM
To: assignments <assignments@lkkauto.com>
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG <CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG>;
JOANNEYONG@MSFIRSTCAPITAL.COM.SG <JOANNEYONG@MSFIRSTCAPITAL.COM.SG>
Subject: PRI: SURVEY ASSESSMENT - D20001829MFSH/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.