

## Jasper Chua (LKK Auto)

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**From:** Jason Tea <JasonTea@msfirstcapital.com.sg>  
**Sent:** Wednesday, 29 July 2020 4:31 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Mary Nelson; Novin Siah; Admin A  
**Subject:** Mandate given - D20001814MFSH/1 // EXPRESS SETTLEMENT/ LKK ref: CC4/FCI20005114/Qba3

Dear Jasper,

TP Vehicle is a 1591cc vehicle LOU @ \$50 to \$60

Please start offer @ \$50 X 3 days to \$60 X 6 days = \$150 to \$360.00

COR \$1,644.38 (W/GST as per your surveyor recommendations)

LTA - \$ 7.45 (receipts given in LOD to us)

Mandate for settlement \$1,801.83 to \$2,011.83

Please start offer from \$1,801.83.

Regards  
Jason Tea  
Motor Claims

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.

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With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg).

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:  
[motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)

Thank you and have a nice day.

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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Wednesday, 29 July 2020 4:05 pm  
**To:** Jason Tea <JasonTea@msfirstcapital.com.sg>  
**Cc:** Mary Nelson <marynelson@msfirstcapital.com.sg>; Novin Siah <NovinSiah@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Agree to ES & Liability - D20001814MFSH/1 // EXPRESS SETTLEMENT/ LKK ref: CC4/FCI20005114/Qba3

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **SIN YEW HUP AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 1,970.94	\$ 1,644.38
Loss of Use (\$100.00 x 6 days)	\$ 600.00	\$ 480.00
LTA Search Fee	\$ 7.45	\$ 7.45
Proposed Total	\$ 2,578.39	\$ 2,131.83

(\$80.00 x 6 days)

Breakdown of days is as follows:

Recommended days	3
Weekends / Downtime	3
CLAIM DAYS	6

For your approval and/or further instruction please.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Sent:** Wednesday, 29 July 2020 3:48 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Mary Nelson <[marynelson@msfirstcapital.com.sg](mailto:marynelson@msfirstcapital.com.sg)>; Novin Siah <[NovinSiah@msfirstcapital.com.sg](mailto:NovinSiah@msfirstcapital.com.sg)>

**Subject:** Agree to ES & Liability - D20001814MFSH/1 // EXPRESS SETTLEMENT/ LKK ref: CC4/FCI20005114/Qba3

Dear Jasper,

We refer to your email dated 7/7/2020 and 29/7/2020.

We agree to your proposal on liability in your email dated 2/7/2020. "Liability: 100% (BOLA 27)Remarks: Insured driver rear-ended third party"

Please put up your recommendations on Quantum for our approval as we have already received the LOD from the Workshop.

Regards  
Jason Tea  
Motor Claims

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However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:  
[motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)

Thank you and have a nice day.

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**From:** Mary Nelson <[marynelson@msfirstcapital.com.sg](mailto:marynelson@msfirstcapital.com.sg)>  
**Sent:** Wednesday, 29 July 2020 2:40 pm  
**To:** Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>  
**Cc:** Novin Siah <[NovinSiah@msfirstcapital.com.sg](mailto:NovinSiah@msfirstcapital.com.sg)>  
**Subject:** FW: PRI: SURVEY ASSESSMENT - D20001814MFSH/1 // EXPRESS SETTLEMENT/ LKK ref: CC4/FCI20005114/Qba3

Dear JT,

Please attend.

Thanks.

Best Regards,  
Mary A Nelson  
**MS First Capital Insurance Ltd**  
36 Robinson Road #16-01 City House | Singapore 068877 | Reg. No. 195000106C  
D: 6854 3461 | M: 6507 3848 | F: 6507 3849  
Website <http://www.msfirstcapital.com.sg>  
A Member of 

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**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Sent:** Wednesday, 29 July 2020 9:28 am  
**To:** May Chua <[maychua@msfirstcapital.com.sg](mailto:maychua@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001814MFSH/1 // EXPRESS SETTLEMENT/ LKK ref: CC4/FCI20005114/Qba3

Dear May,

Any updates?

Can we proceed with express settlement ?

Thanks

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** Jasper Chua (LKK Auto)

**Sent:** Tuesday, 7 July 2020 10:44 AM

**To:** May Chua <[maychua@msfirstcapital.com.sg](mailto:maychua@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001814MFSH/1 // EXPRESS SETTLEMENT/ LKK ref: CC4/FCI20005114/Qba3

Dear May,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Insured driver rear-ended third party

Kindly let us have your approval on liability.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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**From:** May Chua [<mailto:maychua@msfirstcapital.com.sg>]

**Sent:** Tuesday, 14 April, 2020 4:33 PM

**To:** Mei Kwan (LKKAuto)

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001814MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Kindly refer to attachment  
Thank you

Best Regards  
May Chua

**MS First Capital Insurance Limited**  
**A Member of  Insurance Group**

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C  
Motor Claims: [motor\\_claims@msfirstcapital.com.sg](mailto:motor_claims@msfirstcapital.com.sg) | Website: [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg)

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

**Sent:** Tuesday, 14 April 2020 4:17 pm

**To:** May Chua <[maychua@msfirstcapital.com.sg](mailto:maychua@msfirstcapital.com.sg)>

**Cc:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001814MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001814MFSH**

**LKK REF: CC4/FCI20005114/Qha3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLS 4451M on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

Please take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Thursday, 9 April 2020 1:36 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** PRI: SURVEY ASSESSMENT - D20001814MFSH/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.**