

Mei Kwan (LKKAuto)

From: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Monday, 8 June 2020 9:12 AM
To: Mei Kwan (LKKAuto)
Cc: Cecilia Chong (LKK Auto); Admin A
Subject: EXPRESS SETTLEMENT: PRI: SURVEY ASSESSMENT - D20001831MFSH/1 // EXPRESS SETTLEMENT
Attachments: TP ESTIMATE - MARKED.PDF; Preliminary Advice.pdf

Dear Sirs/Madam,

We refer to your email dated 06.06.2020.

You may proceed with Express Settlement.

Best Regards,

Karen Tan
Motor Claims Dept.
MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP

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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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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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Saturday, 6 June 2020 6:21 pm
To: Karen Tan <karentan@msfirstcapital.com.sg>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001831MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: - D20001831MFSH
LKK REF: CC4/FCI20005146/R1ga3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLR 7968A on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Cecilia.

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: Karen Tan [<mailto:karentan@msfirstcapital.com.sg>]

Sent: Monday, 27 April 2020 2:46 PM

To: Mei Kwan (LKKAuto)

Cc: Cecilia Chong (LKK Auto); Admin A

Subject: RE: PRI: SURVEY ASSESSMENT - D20001831MFSH/1 // EXPRESS SETTLEMENT

Dear Sirs/Madam,

As requested, attached our insured's SAS for your view.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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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.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 27 April 2020 2:01 pm
To: Karen Tan <karentan@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001831MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001831MFSH
LKK REF: CC4/FCI20005146/ga3

Dear Sir / Madam,

We refer to the above matter.

Fyi – vehicle not in and still pending for survey.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Monday, 13 April 2020 10:32 AM
To: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: KARENTAN@MSFIRSTCAPITAL.COM.SG <KARENTAN@MSFIRSTCAPITAL.COM.SG>
Subject: Re: PRI: SURVEY ASSESSMENT - D20001831MFSH/1

Dear Sir/madam,

Thank you for the assignment.

Please be inform that vehicle not in the workshop,repairer will arrange.

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,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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>

Sent: Monday, 13 April 2020 10:25 AM

To: assignments <assignments@lkkauto.com>

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG <CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG>; KARENTAN@MSFIRSTCAPITAL.COM.SG <KARENTAN@MSFIRSTCAPITAL.COM.SG>

Subject: PRI: SURVEY ASSESSMENT - D20001831MFSH/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.