

## Cecilia Chong (LKK Auto)

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**From:** Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>  
**Sent:** Tuesday, 28 July 2020 2:59 PM  
**To:** Cecilia Chong (LKK Auto)  
**Cc:** Admin A; Serene Ler; Mary Nelson; Novin Siah  
**Subject:** RE: [NEW LOD] -D20001808MFSH ( PRI: SURVEY ASSESSMENT - D20001808MFSH/1 // EXPRESS SETTLEMENT)

Sir/Mdm,

Please proceed with the proposed quantum at \$ 1,993.45 (all in) for settlement. 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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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.*

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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Sent:** Friday, July 24, 2020 10:31 AM  
**To:** Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>; Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>; Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>  
**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001808MFSH/1 // EXPRESS SETTLEMENT

Your ref : **D20001808MFSH**

Our ref : CC4/FCI20005166/Uga3q2

Dear Sirs/Madam,

**ACCIDENT INVOLVING SHA 2826X & FBK 2597A ON 06/04/2020**

We refer to the above matter.

It is a head-to-rear collision(BOLA S27). Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer " **BAN HOCK HIN CO PTE LTD**" at **\$1,993.45**.

The summary is as follows: -

	Amount Claimed	Amount Revised
Cost of Repair (w/GST)	\$ 5,718.08	\$ 1,926.00
Loss of Use (\$20.00 x 3days)	\$ 60.00	\$ 60.00 (3days x \$20.00)
Loss of Income	\$ 0.00	\$ 0.00
LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 7,778.98	\$ 1,993.45

\*\*03 days recommendation for repair

Enclosed here with all the relevant documents for your perusal.

**For your approval/instruction please.**

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>

**Sent:** Wednesday, 15 April 2020 2:41 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Cc:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>; Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>; Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>

**Subject:** FW: PRI: SURVEY ASSESSMENT - D20001808MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kuan,

The above is our insured GIA for your perusal.

Thank You

Jim Soon  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: [JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
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**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Wednesday, April 15, 2020 12:42:30 PM

**To:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>; Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

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

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001808MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001808MFSH**

**LKK REF: CC4/FCI20005166/Uga3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle FBK 2597A 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](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:** Monday, 13 April 2020 2:57 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)>;  
[KARENTAN@MSFIRSTCAPITAL.COM.SG](mailto:KARENTAN@MSFIRSTCAPITAL.COM.SG) <[KARENTAN@MSFIRSTCAPITAL.COM.SG](mailto:KARENTAN@MSFIRSTCAPITAL.COM.SG)>

**Subject:** PRI: SURVEY ASSESSMENT - D20001808MFSH/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.**