

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Monday, 19 October 2020 10:29 AM
To: Eric Woo
Cc: Admin A
Subject: D20001955MFSH [SMA5871K & SHA610P - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS/ LKK ref : CC4/FCI20005333/Aba3s2
Attachments: 1 LKK INSPECTION REPORT.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 3 LKK INSPECTION PHOTOS.pdf; 4 LKK REINSPECTION PHOTOS 1.pdf; 4 LKK REINSPECTION PHOTOS.pdf; TP_LOD.pdf

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **N-51 AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 9,268.88	\$ 4,708.00
Loss of Rental (\$75.95 x 8 days)	\$ 607.60	\$ 607.60
LTA + GIA	\$ 36.45	\$ 36.45
Proposed Total	\$ 9,912.93	\$ 5,352.05

Breakdown of days is as follows:

Recommended repair days	6
Weekends / Downtime	2
CLAIM DAYS	8

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 | fax: 6741-4108

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

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

Sent: Thursday, 23 April 2020 9:04 AM

To: Serene Ler <Sereneler@msfirstcapital.com.sg>; Eric Woo <EricWoo@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: Re: D20001955MFSH [SMA5871K & SHA610P - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sir/Madam,

Thank you for the email.

Dear Vic,

Kindly assist.

FYNA Our Ref : **CC4/FCI20005333/ha3**

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: Serene Ler <Sereneler@msfirstcapital.com.sg>

Sent: Wednesday, 22 April 2020 9:39 PM

To: Chin Hui Xin <huixin@n51.com.sg>; Eric Woo <EricWoo@msfirstcapital.com.sg>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: D20001955MFSH [SMA5871K & SHA610P - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Without Prejudice

Our ref. D20001955MFSH (kindly quote our reference when corresponding with us)

Dear Hui Xin,

We refer to your email and attached.

We are agreeable to do direct settlement but quantum to be agreed (Est. COR provided \$8,742.50).

Please liaise with LKK surveyor (copied in) to finalise the repair cost.

Regards,

Serene Ler (on behalf of Eric Woo)

Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3580 | Fax: 6507 3849 | Reg. No. 195000106C

Motor Claims: motor_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

*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.

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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: Chin Hui Xin <huixin@n51.com.sg>

Sent: Wednesday, 22 April 2020 5:15 pm

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

Cc: Serene Ler <SereneLer@msfirstcapital.com.sg>

Subject: Re: SMA5871K & SHA610P - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Eric,

No video footage for this case and attached estimate for your reference.

Kindly arrange your surveyor to come to our workshop survey.

Thank you

Regards,

Melody Chin

N-51 Automotive Pte Ltd

TWINCAR Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg



On Tue, Apr 21, 2020 at 7:41 PM Eric Woo <EricWoo@msfirstcapital.com.sg> wrote:

Dear Melody,

Moving forward, to expedite in our assessment on liability and for Direct Settlement, please provide video evidence(if any) and estimate repair cost for our perusal during request for PRI surveyor assignment.

Thank you.

Eric Woo
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:
EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C

A Member of  Insurance Group

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From: Chin Hui Xin <huixin@n51.com.sg>

Sent: Tuesday, April 21, 2020 10:21 AM

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>

Cc: Wan Yuen Ting <elynn@n51.com.sg>

Subject: SMA5871K & SHA610P - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sir/Madam,

As per above subject,

Please refer to attachment and:-

Kindly propose / provide your 10 surveyors

Thank you.

Regards,

Melody Chin

N-51 Automotive Pte Ltd

TWINCAR Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg

