

**Mei Kwan (LKKAuto)**

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Monday, 11 May 2020 3:57 PM  
**To:** Rachel Wu  
**Cc:** Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001962MFSH/1 // EXPRESS SETTLEMENT  
**Attachments:** TP ESTIMATE - MARKED.PDF; Preliminary Advice.pdf

**Categories:** HMK

**YOUR REF: D20001962MFSH**  
**LKK REF: CC4/FCI20005356/Aga3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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:** Mei Kwan (LKKAuto)  
**Sent:** Monday, 11 May 2020 12:52 PM  
**To:** Rachel Wu  
**Cc:** Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001962MFSH/1 // EXPRESS SETTLEMENT

Dear Rachel,

We will get back to you as soonest possible.

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:** Rachel Wu [<mailto:RachelWu@msfirstcapital.com.sg>]

**Sent:** Monday, 11 May 2020 11:52 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** Cecilia Chong (LKK Auto); Admin A

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001962MFSH/1 // EXPRESS SETTLEMENT

Dear LKK,

Please let us have your prelim report.

Thank you

Best Regards

Rachel Wu

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848  
| DID : 6507 3862 | Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@msfirstcapital.com.sg) | Company Regn. No.  
195000106C

A Member of  Insurance Group

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**From:** Rachel Wu

**Sent:** Wednesday, 29 April 2020 11:50 am

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

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

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001962MFSH/1 // EXPRESS SETTLEMENT

Dear LKK,

Please let us have your prelim report.

Thank you

Best Regards

Rachel Wu

Motor Claim Department

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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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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 23 April 2020 4:53 pm  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Cc:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001962MFSH/1 // EXPRESS SETTLEMENT

Resend with attachment.

**"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:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 23 April 2020 4:52 PM  
**To:** [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG); 'Motor Claims'  
**Cc:** Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001962MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001962MFSH**  
**LKK REF: CC4/FCI20005356/Aga3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLH 2287S on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Wheel alignment report

Please be informed that the estimated cost of repair is not ready yet.

We will get back to you on preliminary advice in due course.

Meanwhile, 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:** Admin-D (LKKAuto)

**Sent:** Thursday, 23 April 2020 9:51 AM

**To:** Claim Workflow System; assignments; Admin A

**Cc:** [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)

**Subject:** Re: PRI: SURVEY ASSESSMENT - D20001962MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

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](mailto:assignments@lkkauto.com) | fax: 6256-4315 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, 23 April 2020 9:46 AM

**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)>;

[RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG) <[RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)>

**Subject:** PRI: SURVEY ASSESSMENT - D20001962MFSH/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.**