

Joanne Lee (LKK Auto)

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, 19 June 2020 3:59 PM
To: Rachel Wu
Cc: Eileen Lee; Admin A; Reports (LKKAuto)
Subject: Re: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT
Attachments: LKK REPORT & PHOTO.pdf

Dear Sir/Madam,

We refer to the email below.

Enclose herewith final report for your necessary action please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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.

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: Friday, June 19, 2020 11:03 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Eileen Lee <EileenLee@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

Dear Asher,

Kindly let us have your survey 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 | Company Regn. No. 195000106C
A Member of **MS&AD** Insurance Group

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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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, 5 June 2020 4:46 pm
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Eileen Lee <EileenLee@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: Re: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

Hi Rachel,

We refer to the email below.

We have finalized the cost repair with the repairer at \$2,250 (3days).

We will prepare our report to submit our report and invoice and close the matter at our end.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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.

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: Thursday, June 4, 2020 5:18 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Eileen Lee <EileenLee@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

Dear LKK,

We had received third party LOD.

Third party workshop had mentioned that they had finalised the cost of repairs with your end.

Please advise on your surveyor report.

Kindly note that we did not agree to express settlement for this case.

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 | Company Regn. No. 195000106C
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From: Rachel Wu
Sent: Wednesday, 13 May 2020 10:02 am
To: Meikwan@lkkauto.com; Asher Sng (LKKAuto <AsherSng@lkkauto.com>); Admin A <admin-a@lkkauto.com>
Cc: Eileen Lee <EileenLee@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Attached of our insured report for your attention.

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 | Company Regn. No. 195000106C
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From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Tuesday, 12 May 2020 9:20 am
To: Meikwan@lkkauto.com; Asher Sng (LKKAuto <AsherSng@lkkauto.com>); Admin A <admin-a@lkkauto.com>
Cc: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Eileen Lee <EileenLee@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>
Subject: FW: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Kindly be informed that our insured has not reported.

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 | Company Regn. No. 195000106C
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As a response to the COVID 19 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 business partners. We have access to emails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, May 10, 2020 1:38 PM
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

***YOUR REF: D20001958MFSH
LKK REF: CC4/FCI20005357/Eea3***

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Wednesday, 6 May 2020 4:15 PM

To: Jim Soon

Cc: Rachel Wu; Eileen Lee; Teo Swee Keong; Aini Binte; Asher Sng (LKKAuto); Admin A

Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001958MFSH

LKK REF: CC4/FCI20005357/Eea3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMP 943R on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly advise whether insured has reported. If so, 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 Asher.

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: Jim Soon [<mailto:JimSoon@msfirstcapital.com.sg>]

Sent: Tuesday, 28 April 2020 12:36 PM

To: Mei Kwan (LKKAuto); Asher Sng (LKKAuto); Admin A

Cc: Rachel Wu; Eileen Lee; Teo Swee Keong; Aini Binte

Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Kindly be informed that our insured has not reported.

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 | Company Regn. No.
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As a response to the COVID 19 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 business partners. We have access to emails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, April 28, 2020 11:39 AM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001958MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001958MFSH
LKK REF: CC4/FCI20005357/ea3

Dear Sir / Madam,

We refer to the above matter.

Fyi – vehicle not in and still pending for survey.

Kindly advise whether insured has reported. If so, 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 Asher.

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: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Thursday, 23 April 2020 9:43 AM

To: assignments <assignments@lkkauto.com>

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

Subject: PRI: SURVEY ASSESSMENT - D20001958MFSH/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.