

Mei Kwan (LKKAuto)

From: Joanne Yong <JoanneYong@msfirstcapital.com.sg>
Sent: Tuesday, 28 April 2020 3:09 PM
To: Mei Kwan (LKKAuto)
Cc: Khanchna (LKK Auto); Admin A
Subject: RE: PRI: SURVEY ASSESSMENT - D20001523MFSH/1 // EXPRESS SETTLEMENT
Attachments: IV GIA.PDF

Dear Sir,

Refer to your email below.

Please proceed for express settlement.

Pls find the attached GIA report as per requested.

Thank you
Regards,

Joanne Yong
Motor Claim Department



Change of email address

joanneYong@msfirstcapital.com.sg

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848
| Fax No. : 6507 3849 | Company Regn. No. 195000106C

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If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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: Tuesday, 28 April 2020 1:16 pm
To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>; Motor Claims

<MotorClaims@msfirstcapital.com.sg>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI: SURVEY ASSESSMENT - D20001523MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20001523MFSH

LKK REF: CC4/FCI20005376/Uka3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle FBK 2469L 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 your insured's GIA report for our necessary action.

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

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)

Sent: Friday, 24 April 2020 2:29 PM

To: Claim Workflow System; assignments; Admin A

Cc: JOANNEYONG@MSFIRSTCAPITAL.COM.SG

Subject: Re: PRI: SURVEY ASSESSMENT - D20001523MFSH/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 | 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: Friday, 24 April 2020 2:06 PM

To: assignments <assignments@lkkauto.com>

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

JOANNEYONG@MSFIRSTCAPITAL.COM.SG <JOANNEYONG@MSFIRSTCAPITAL.COM.SG>

Subject: PRI: SURVEY ASSESSMENT - D20001523MFSH/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.