

Khanchna (LKK Auto)

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Sent: 22 July 2020 10:37 AM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: D20001523MFSH/1 // EXPRESS SETTLEMENT - MANDATE REQUEST ON QUANTUM [MVA BETWEEN FBK 2469L & SH 8487J (FCI) ON 15/03/2020]

Sir/Mdm,

Please proceed with the proposed quantum at \$ 2,086.95 (all in). 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 |Company Regn. No. 195000106C
A Member of **MS&AD Insurance Group**

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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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, 21 July 2020 2:06 PM
To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: D20001523MFSH/1 // EXPRESS SETTLEMENT - MANDATE REQUEST ON QUANTUM [MVA BETWEEN FBK 2469L & SH 8487J (FCI) ON 15/03/2020]

YOUR REF: D20001523MFSH
LKK REF: CC4/FCI20005376/Uka3q2

Dear Sir/Madam,

We refer to the above matter.

Liability : 100%(BOLA 9(a)).

Remarks: Insured driver making a turn and third party moving straight

We seek your approval to offer third party repairer "**BAN HOCK HIN CO. PTE LTD**" at **\$ 2,086.95 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 6,114.19	\$ 1,979.50
2. Loss of Use (5 days x \$20)	\$ 100.00	\$ 100.00
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 6,221.64	\$ 2,086.95

Surveyor recommended 5 days for repair

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/instruction.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Tuesday, 21 July 2020 11:57 AM

To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Serene Ler <Serener@msfirstcapital.com.sg>

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

Dear Mr. Cathan,

We are preparing our report to seek mandate.

We will revert asap on this.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Sent: Tuesday, 21 July 2020 11:54 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Serene Ler <Sereneler@msfirstcapital.com.sg>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001523MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Workshop is already chasing for settlement.

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 |Company Regn. No. 195000106C
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We appreciate your kind understanding. Stay safe.

From: Heng Ding Chao
Sent: Monday, 20 July 2020 4:05 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001523MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Is the survey report and proposal for the express settlement done for this case?

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 |Company Regn. No. 195000106C
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We appreciate your kind understanding. Stay safe.

From: Heng Ding Chao

Sent: Wednesday, 8 July 2020 11:15 AM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>

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

Sir/Mdm,

Is there any progress for this case?

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 |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Heng Ding Chao

Sent: Wednesday, 24 June 2020 2:30 PM

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>

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

Hi Khanchna,

Attached is the IV GIA Report & LOD provided by Workshop.

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 |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Heng Ding Chao

Sent: Friday, 19 June 2020 12:47 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Hi Khanchna,

Traffic Police has returned the video footage to fleet safety. After viewing the footage, I have confirmed that liability is down on our side. I have also informed Raymond on the workshop side on our liability status. Please proceed with express 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 |Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Joanne Yong
Sent: Tuesday, 28 April 2020 3:09 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI: SURVEY ASSESSMENT - D20001523MFSH/1 // EXPRESS SETTLEMENT

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
joannejong@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

A Member of **MS&AD** INSURANCE GROUP

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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 <Joannejong@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.