

**RE: [EXPRESS SETTLEMENT]Re: PRI: SURVEY ASSESSMENT - D20001481MFSH/1  
[ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020]**

Eric Woo <EricWoo@msfirstcapital.com.sg>

Wed 29/4/2020 11:41 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jim Soon <JimSoon@msfirstcapital.com.sg>

Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>

Dear Hsiao Tong,

Please proceed with Direct Settlement with TP workshop.

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](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Sent:** Wednesday, 29 April 2020 8:19 am

**To:** Jim Soon <JimSoon@msfirstcapital.com.sg>; Eric Woo <EricWoo@msfirstcapital.com.sg>

**Cc:** Henry Kao <HenryKao@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>

**Subject:** [EXPRESS SETTLEMENT]Re: PRI: SURVEY ASSESSMENT - D20001481MFSH/1 [ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020]

Claim No: D20001481MFSH/1

LKK Ref: CC4/FCI20005400/R1ps3

Dear Sir/Madam,

**ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020**

We refer to the above matter.

Liability: 100%

Remark: BOLA 27. Insured driver rear-ended third party.

Kindly let us have your approval on liability.

Thank You.

*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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>

**Sent:** Tuesday, 28 April 2020 5:29 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>; Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>; Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>

**Subject:** FW: PRI: SURVEY ASSESSMENT - D20001481MFSH/1

Dear Suli,

The above is a copy of our insured's GIA report for your necessary action.

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](mailto: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.***

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Tuesday, April 28, 2020 3:07 PM  
**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>; Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001481MFSH/1

**YOUR REF: D20001481MFSH**  
**LKK REF: CC4/FCI20005400/R1ps3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle GBF 6086H on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP 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 Hsiao Tong.

***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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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**From:** Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** Friday, 24 April 2020 4:23 PM  
**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)>;  
[ERICWOO@MSFIRSTCAPITAL.COM.SG](mailto:ERICWOO@MSFIRSTCAPITAL.COM.SG) <[ERICWOO@MSFIRSTCAPITAL.COM.SG](mailto:ERICWOO@MSFIRSTCAPITAL.COM.SG)>  
**Subject:** PRI: SURVEY ASSESSMENT - D20001481MF5H/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.**