

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 5 June 2020 10:27 AM
To: Eric Woo
Cc: Admin A; Serene Ler
Subject: RE: [EXPRESS SETTLEMENT]Re: PRI: SURVEY ASSESSMENT - D20001481MFSH/1 [ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020]

Hi Eric,

We refer to the above matter.

We have settled the matter at \$2,708.45(all-in) with third party repairer.

1. Cost of Repair (w/GST)	\$ 2,461.00
2. Loss of Use	\$ 240.00
3. LTA/GIA Search Fee	\$ 7.45
Total	\$ 2,708.45

We are currently pending for signed DV from third party and will proceed to close file once DV received.

Thanks.

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 (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: Eric Woo <EricWoo@msfirstcapital.com.sg>
Sent: Wednesday, 3 June 2020 4:17 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Serene Ler <Sereneler@msfirstcapital.com.sg>
Subject: RE: [EXPRESS SETTLEMENT]Re: PRI: SURVEY ASSESSMENT - D20001481MFSH/1 [ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020]

Without Prejudice

Dear Hsiao Tong,

ACCIDENT INVOLVING SHB2378S & GBF6086H on 11/3/2020

We refer to your email below.

On without prejudice and without admission of liability, we offer mandate as follows (all in):

Cost of repairs:	\$2,461.00
LOU	: \$180.00 to \$300.00
LTA Search	: \$7.45
Total	: <u>\$2,648.45 to \$2,768.45</u>

To offer \$2,768.45 (all-in).

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 | Company Regn. No. 195000106C
A Member of **MS&AD** Insurance Group

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 2 June 2020 1:35 pm
To: Eric Woo <EricWoo@msfirstcapital.com.sg>
Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXPRESS SETTLEMENT]Re: PRI: SURVEY ASSESSMENT - D20001481MFSH/1 [ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020]

Dear Sirs/Mdm,

We refer to our below email.

Kindly let us have your mandate/instruction as third party is chasing.

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 | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 20 May 2020 8:58 AM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>
Cc: Henry Kao <HenryKao@msfirstcapital.com.sg>; TeoSweeKeong<TeoSweeKeong@msfirstcapital.com.sg>
<TeoSweeKeong@msfirstcapital.com.sg>; Aini<Aini@msfirstcapital.com.sg>; Admin A

<admin-a@lkkauto.com>

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

Your ref : **D20001481MFSH/1**

Our ref : CC4/FCI20005400/R1ps3q2

Dear Sirs,

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

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer " **Venda Engineering & Trading Pte Ltd** " at **\$2,968.45(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 6,464.85	\$ 2,461.00
2. Loss of Use (5days x \$120.00)	\$ 600.00	\$ 500.00 (5days x \$100.00)
3. LTA Search Fee	\$ 7.45	\$ 7.45
4. Adminstrative charges	\$ 107.00	NA
Total	\$ 7,179.30	<u>\$ 2,968.45</u>

Surveyor recommended 3 days for repair + 2PRI = 5days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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 | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)


From: Eric Woo <EricWoo@msfirstcapital.com.sg>
Sent: Wednesday, 29 April 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>
Subject: RE: [EXPRESS SETTLEMENT]Re: PRI: SURVEY ASSESSMENT - D20001481MFSH/1 [ACCIDENT INVOLVING SHB 2378S(MS FCI) AND GBF 6086H ON 11/03/2020]

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 | Company Regn. No. 195000106C
A Member of  Insurance Group

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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 | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)


From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Tuesday, 28 April 2020 5:29 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Eric Woo <EricWoo@msfirstcapital.com.sg>; Henry Kao <HenryKao@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <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 | Company Regn. No. 195000106C
A Member of  Insurance Group

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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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, April 28, 2020 3:07 PM

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>; Eric Woo <EricWoo@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <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 | 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)

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Friday, 24 April 2020 4:23 PM
To: assignments <assignments@lkkauto.com>
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG <CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG>;
ERICWOO@MSFIRSTCAPITAL.COM.SG <ERICWOO@MSFIRSTCAPITAL.COM.SG>
Subject: PRI: SURVEY ASSESSMENT - D20001481MFSH/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.