

## Khanchna (LKK Auto)

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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** 23 September 2020 4:14 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: MANDATE REQUEST ON QUANTUM AND LIABILITY - PRI: SURVEY ASSESSMENT - D20001980MFSH/1 // EXPRESS SETTLEMENT VIA LKK

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Without Prejudice

Dear Khanchna,

You have our mandate to settle as follow:

COR : \$22,041.96  
LOI : \$550 - \$650 (\$50 x 11 – 13 days)  
LOR : NIL – as spoken, comfort waived rental during COVID period  
Towing : \$80  
To offer : \$22,671.96 - \$22,771.96

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 | TEL: 6507 3848  
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:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Friday, September 4, 2020 2:01 PM  
**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** MANDATE REQUEST ON QUANTUM AND LIABILITY - PRI: SURVEY ASSESSMENT - D20001980MFSH/1 // EXPRESS SETTLEMENT VIA LKK

**YOUR REF: D20001980MFSH**  
**LKK REF: CC4/FCI20005404/Dka3**

Dear Eric,

We refer to the above matter.

Liability: 100% (BOLA 5 )

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

We seek your approval to offer third party repairer “ ” at \$ 22,571.96 ~ \$ 22,771.96 (all in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (W/GST)	\$ 43,517.23	\$ 22,041.96
2. Loss of Rental( 13 days x \$117)	\$ 1,521.00	- ( Rental waiver in effect)
3. Loss of Income (13 days x \$80)	\$ 1,040.00	\$ 450.00 ~ 650.00 (9 ~ 13 days x \$50)
4. Towing Fee	\$ 80.00	\$ 80.00
<b>Total</b>	\$ 46,158.23	<u><b>\$ 22,571.96 ~ \$22,771.96</b></u>

Surveyor recommended 9 days for repair + 1 Sunday+ 2 PH = 13 days

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](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** 4 May 2020 9:15 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

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

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001980MFSH/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Kindly refer to attached.

Thank you.

Eric Woo

Motor Claim Department

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Sunday, 3 May 2020 2:47 pm

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

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

**Subject:** RE: PRI: SURVEY ASSESSMENT - D20001980MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20001980MFSH**

**LKK REF: CC4/FCI20005404/Dka3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHA 3346A on a WP basis and TP repairer proposed for a express 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 and she can be contacted at DID: 6841 2360.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Monday, 27 April 2020 1:51 PM

**To:** Claim Workflow System; assignments; Admin A

**Cc:** [ERICWOO@MSFIRSTCAPITAL.COM.SG](mailto:ERICWOO@MSFIRSTCAPITAL.COM.SG)

**Subject:** Re: PRI: SURVEY ASSESSMENT - D20001980MFSH/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](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Sent:** Monday, 27 April 2020 1:34 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 - D20001980MFSH/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.