

RE: Liability unclear PRI: SURVEY ASSESSMENT - D20002076MFSH/1 // EXPRESS SETTLEMENT

Jason Tea <JasonTea@msfirstcapital.com.sg>

Wed 5/20/2020 12:15 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

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

Dear Asher,

In view of the reports and whatsapp message between INSD and TP and both parties without video, hence we have to rely on the SAS reports.

As insured reported reverse and hit passing by vehicle.

We agree to your recommendations on liability in your email dated 20 May 2020.

Please proceed.

Regards
Jason Tea
Motor Claims

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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With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:

motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Wednesday, 20 May 2020 9:43 am

To: Jason Tea <JasonTea@msfirstcapital.com.sg>

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

Subject: Re: Liability unclear PRI: SURVEY ASSESSMENT - D20002076MFSH/1 // EXPRESS SETTLEMENT

Hi Jason,

We refer to the email below.

Third party have no video footage as reported, however claimant have the conversation with our insured driver as per attach to private settle the matter.

Based on our insured report driver have confirmed that he have make a reversed and hit third party vehicle.

In view on the above we are of the opinion that the liability is not in our insured favour.

Kindly advise if we may process with express settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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.

From: Jason Tea <JasonTea@msfirstcapital.com.sg>

Sent: Wednesday, May 20, 2020 9:17 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: Liability unclear PRI: SURVEY ASSESSMENT - D20002076MFSH/1 // EXPRESS SETTLEMENT

Dear Asher,

My Insured no video available due to late reporting, please get in TP video.

Liability not clear.

Regards

Jason Tea

Motor Claims

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We appreciate your understanding on this matter.

Our Motor Claim email address is:

motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Tuesday, 19 May 2020 12:47 pm

To: Jason Tea <JasonTea@msfirstcapital.com.sg>

Cc: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI: SURVEY ASSESSMENT - D20002076MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20002076MFSH

LKK REF: CC4/FCI20005652/Kea3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLV 1533P on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

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: Celine Fong (LKKAUTO)

Sent: Monday, 11 May 2020 2:59 PM

To: Claim Workflow System; assignments; Admin A

Cc: JASONTEA@MSFIRSTCAPITAL.COM.SG

Subject: RE: PRI: SURVEY ASSESSMENT - D20002076MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@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: Monday, 11 May 2020 1:19 PM

To: assignments <assignments@lkkauto.com>

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; JASONTEA@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20002076MFSH/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.