

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Tuesday, 1 September 2020 4:23 PM
To: Vic Alpeh S. Sanghilan
Cc: Jason Tea; Admin A
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020
Attachments: 1 LKK INSPECTION REPORT.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 3 LKK INSPECTION PHOTOS.pdf; 4 LKK REINSPECTION PHOTOS 1.pdf; 4 LKK REINSPECTION PHOTOS.pdf; TP_LOD.pdf

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that insured encroached into third party's lane when turning.

Summary to offer to repairer **TONY AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 15,792.88	\$ 6,100.00
Loss of Rental (\$120.00 x 7 days) (w/gst)	\$ 898.80	\$ 749.00
GIA & LTA Search Fee	\$ 36.45	\$ 36.45
Proposed Total	\$ 16,728.13	\$ 6,885.45

(\$100.00 x 7 days)
(w/gst)

Breakdown of days is as follows:

Recommended days	6 Days
Weekends / Downtime	1 Days
TOTAL DAYS	7 Days

For your approval and/or further instruction please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Sent: Tuesday, 1 September 2020 3:57 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

Dear Jasper,

We refer to your below email.

We agree to your recommendations on liability and please proceed with Express Settlement.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@msfirstcapital.com.sg
|Company Regn. No. 195000106C
A Member of  Insurance Group

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, 27 August 2020 12:48 pm
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X.
(SLV6421X) ACCIDENT ON 08-05-2020

Dear Vic,

PIR attached for your references.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Jasper Chua (LKK Auto)
Sent: Thursday, 27 August 2020 11:07 AM
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X.
(SLV6421X) ACCIDENT ON 08-05-2020

Dear Vic,

We refer to the above matter.

Liability: 100% (BOLA NIL)

Remarks: Based on insured's video footage, insured encroached into third party's lane when turning.

Kindly let us have your approval on liability.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>

Sent: Thursday, 27 August 2020 9:55 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

Dear Jasper,

Please refer to below link for the video footage.

Download Link - Expires on 2020-09-10 00:00 GMT+0800

[CT20050051 SH6800B 08-05-2020 PAF \(online-video-cutter.com\).mp4](https://secure.justattach.com/download.php?T=K7ieBefPCUBbFTE6JJuuQfjR.UShUBiFqeVzcelrY2z1rB9AWnLmCCPmVJgJK7PuB3O7NDGP.LxaxLZkw0l-ww) (11.8 MB)

<https://secure.justattach.com/download.php?T=K7ieBefPCUBbFTE6JJuuQfjR.UShUBiFqeVzcelrY2z1rB9AWnLmCCPmVJgJK7PuB3O7NDGP.LxaxLZkw0l-ww>

Please take note of the below:

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party. All our rights are hereby reserved.

Thank you.

Kind Regards,

Vic Sanghilan

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877

| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg

| Company Regn. No. 195000106C

A Member of **MS&AD Insurance Group**

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, 27 August 2020 9:12 am
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

Dear Vic,

Kindly assist to retrieve insured 's vehicle camera video footage.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Sent: Wednesday, 26 August 2020 4:58 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH/1) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

MSFCIL REF: D20002099MFSH/1

Dear Jasper,

We refer to the above assignment given to you.

Please advise if the Survey Report or PRI Report is available as we have received LOD from TP workshop.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@msfirstcapital.com.sg
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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Friday, 21 August 2020 5:09 pm
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH) & TP REF: SLV6421X.
(SLV6421X) ACCIDENT ON 08-05-2020

Dear Vic ,

Attached LOD for your references

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Friday, 21 August 2020 4:56 PM
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>; Tony Ng <tony07auto@gmail.com>;
Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH) & TP REF: SLV6421X.
(SLV6421X) ACCIDENT ON 08-05-2020

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Please be informed that this matter is handler by my colleague Jasper.

Hi Jasper,

FYNA please.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Vic Alpeh S. Sanghilan [<mailto:vicsanghilan@msfirstcapital.com.sg>]
Sent: Friday, 21 August 2020 4:51 PM
To: Tony Ng; Jia Le (LKK Auto)
Cc: Jason Tea; Admin A
Subject: RE: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

Without Prejudice
MSFCIL REF: D20002099MFSH/1

Dear Tony,

We refer to your below email and the contents were noted.

Please be informed that this matter is handled by LKK Auto Consultants and they will get back to you for an update in due course.

Thank you.

Dear Jia Le,

FYNA please.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg
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From: Tony Ng <tony07auto@gmail.com>
Sent: Friday, 21 August 2020 4:05 pm
To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>
Subject: Re: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

Dear all

We have gotten an auto response that May is no longer working with First Capital.

May we know who is in charge of this case now?

Thanks.

On Fri, Aug 21, 2020 at 4:00 PM Tony Ng <tony07auto@gmail.com> wrote:

Dear all

Kindly update as the LOD was sent 1 month back.

Thank you very much and stay safe during this pandemic period.

----- Forwarded message -----

From: **Tony Ng** <tony07auto@gmail.com>

Date: Thu, Jul 23, 2020 at 3:06 PM

Subject: Re: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

To: May Chua <maychua@msfirstcapital.com.sg>

Dear May

Please find attached the LOD for this case.

We have been sending to LKK and perhaps we have sent to the wrong party.

Thank you very much.

On Tue, May 12, 2020 at 9:37 AM May Chua <maychua@msfirstcapital.com.sg> wrote:

Dear Sir,

Noted

Thank you

Best Regards

May Chua

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C
Motor Claims: motor_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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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: Tony Ng <tony07auto@gmail.com>

Sent: Monday, 11 May 2020 6:18 pm

To: May Chua <maychua@msfirstcapital.com.sg>

Subject: Re: PRI REQUEST : FC REF: SH6800B. (D20002099MFSH) & TP REF: SLV6421X. (SLV6421X) ACCIDENT ON 08-05-2020

Dear May

We have been receiving numerous auto replies from CWS system.

Kindly check at your end to rectify this issue.

Thank you.

On Mon, May 11, 2020 at 6:11 PM Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg> wrote:

Dear Sir,

Thank you for informing us of your choice **LKK AUTO CONSULTANTS PTE LTD**, the surveyor will be appointed within 2 working days of your email.

Thanks and Regrds

MS First Capital Insurance Ltd

cwsmotorclaims@msfirstcapital.com.sg

--

Warm regards

Tony

Tony Automotive Pte Ltd

8 Kaki Bukit Ave 4 #04-07

Premier@KB Singapore 415875

Mobile: 9735 6016

Tel: 6976 3261

Fax: 6976 3271

--

Warm regards

Tony

Tony Automotive Pte Ltd

8 Kaki Bukit Ave 4 #04-07

Premier@KB Singapore 415875

Mobile: 9735 6016

Tel: 6976 3261

Fax: 6976 3271

--

Warm regards

Tony

Tony Automotive Pte Ltd

8 Kaki Bukit Ave 4 #04-07

Premier@KB Singapore 415875

Mobile: 9735 6016

Tel: 6976 3261

Fax: 6976 3271

--

Warm regards

Tony

Tony Automotive Pte Ltd

8 Kaki Bukit Ave 4 #04-07

Premier@KB Singapore 415875

Mobile: 9735 6016

Tel: 6976 3261

Fax: 6976 3271