

Khanchna (LKK Auto)


From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Sent: 7 July 2020 3:29 PM
To: Khanchna (LKK Auto)
Cc: Admin A; Serene Ler
Subject: RE: MANDATE REQUEST ON QUANTUM - SURVEY ASSESSMENT - D20002100MFSH/1
// EXPRESS SETTLEMENT

Hi Khanchna,

The proposed amount is within our acceptable range, please proceed with the express settlement.

Good Day,

**Cathan Heng Ding Chao,
Motor Claims Department**

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |Company Regn. No. 195000106C
A Member of  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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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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 1 July 2020 5:41 PM
To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Serene Ler <Serenerler@msfirstcapital.com.sg>
Subject: MANDATE REQUEST ON QUANTUM - SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20002100MFSH
LKK REF: CC4/FCI20005703/Eka3**

Dear Mr. Cathan,

We refer to the above matter.

Liability: 100% against Insured (BOLA 27- Head to rear collision)

We seek your approval to offer third party repairer "MY CAR CONSULTANT PTE LTD" at \$6,007.49 ~ \$ 6,107.49 (all in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 13,110.51	\$ 5,500.00
2. Loss of Rental (5 days x \$150)	\$ 750.00	\$ 500.00 ~ 600.00 (5 days x \$ 100 ~\$120)
3. LTA Search	\$ 7.49	\$ 7.49
Total	\$ 13,868.00	<u>\$ 6,007.49 ~ \$ 6,107.49</u>

Surveyor recommended 5 days for repair

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 | Fax: 6741-4108

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

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>

Sent: Tuesday, 30 June 2020 4:28 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Serene Ler <SereneLer@msfirstcapital.com.sg>

Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Sorry to bother you once again as this case is quite urgent. Is there any progress for this case?

Good Day,

Cathan Heng Ding Chao,
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104 | Fax No. : 6507 3849 | Email: HengDingChao@msfirstcapital.com.sg | Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Thursday, 25 June 2020 3:44 PM
To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>; Joanne Yong <Joanneyong@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

Dear Mr. Cathan,

We refer to your e-mail below and will expedite on this.

We will submit our report and seek mandate promptly.

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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Sent: Thursday, June 25, 2020 3:22 PM
To: Joanne Yong <Joanneyong@msfirstcapital.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

Sir/Mdm,

Is the Proposal ready for this case? The due date which is on 7.7.20 is approaching soon

Good Day,

**Cathan Heng Ding Chao,
Motor Claims Department**

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 |Email: HengDingChao@msfirstcapital.com.sg |Company Regn. No. 195000106C
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We appreciate your kind understanding. Stay safe.

From: Joanne Yong
Sent: Monday, 8 June 2020 9:02 am
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

Dear All,

Pls find the attached LOD. Pls liaise with the workshop and inform them that they should contact you directly for express settlement.

Thank you
Regards,

Joanne Yong
Motor Claim Department



Change of email address

joannejong@msfirstcapital.com.sg

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 | Fax No. : 6507 3849 |
Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Joanne Yong
Sent: Tuesday, 19 May 2020 5:30 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

Dear All,

Refer to the above matter.

Please proceed express settlement as per your email below

Thank you
Regards,

Joanne Yong
Motor Claim Department



Change of email address
joannejong@msfirstcapital.com.sg

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 | Fax No. : 6507 3849 |
Company Regn. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP

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We appreciate your kind understanding. Stay safe.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, 17 May 2020 5:49 pm
To: Joanne Yong <JoanneYong@msfirstcapital.com.sg>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20002100MFSH
LKK REF: CC4/FCI20005703/Eka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLC 586T 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 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 | fax: 67414108

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

From: Admin-D (LKKAuto)
Sent: Wednesday, 13 May 2020 1:22 PM
To: 'Claim Workflow System'; assignments; Admin A
Cc: JOANNEYONG@MSFIRSTCAPITAL.COM.SG
Subject: RE: SURVEY ASSESSMENT - D20002100MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

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

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Wednesday, 13 May, 2020 1:11 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG;

JOANNEYONG@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20002100MFSH/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.