

**Mei Kwan (LKKAuto)**

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 5 June 2020 4:03 PM  
**To:** Heng Ding Chao  
**Cc:** Asher Sng (LKKAuto); Admin A  
**Subject:** RE: SURVEY ASSESSMENT - D20002196MFSH/1 // EXPRESS SETTLEMENT  
**Attachments:** Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF  
  
**Categories:** HMK

***YOUR REF: D20002196MFSH***  
***LKK REF: CC4/FCI20005916/Uea3***

Dear Sir / Madam,

We refer to the above matter.

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

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

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, 27 May 2020 3:06 PM  
**To:** Heng Ding Chao  
**Cc:** Asher Sng (LKKAuto); Admin A; Motor Claims  
**Subject:** RE: SURVEY ASSESSMENT - D20002196MFSH/1 // EXPRESS SETTLEMENT

Dear Ding Chao,

TP video footage enclosed.

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:** Heng Ding Chao [<mailto:HengDingChao@msfirstcapital.com.sg>]

**Sent:** Wednesday, 27 May 2020 2:52 PM

**To:** Mei Kwan (LKKAuto); Motor Claims

**Cc:** Asher Sng (LKKAuto); Admin A

**Subject:** RE: SURVEY ASSESSMENT - D20002196MFSH/1 // EXPRESS SETTLEMENT

Hi Mei Kwan,

Attached is our insured accident report for your reference.

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](mailto: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.

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

**Sent:** Wednesday, 27 May 2020 2:51 pm

**To:** Heng Ding Chao <[HengDingChao@msfirstcapital.com.sg](mailto:HengDingChao@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D20002196MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF:** D20002196MFSH

**LKK REF:** CC4/FCI20005916/Uea3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

**Kindly let us have a copy of insured's accident report for our necessary action.**

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

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

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

**Sent:** Friday, 22 May, 2020 10:36 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);  
[HENGTINGCHAO@MSFIRSTCAPITAL.COM.SG](mailto:HENGTINGCHAO@MSFIRSTCAPITAL.COM.SG)

**Subject:** PRI: SURVEY ASSESSMENT - D20002196MFSH/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.**