

Khanchna (LKK Auto)

From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: 5 August 2020 11:57 AM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: Mandate Given - D20002242MFSH/1 // - ACCIDENT INVOLVING SHD3169L AND SMA2335L ON 25.05.2020 - EXPRESS SETTLEMENT VIA LKK

Dear Khanchna,

We refer to your email dated 5 August 2020.

We agree to your proposal to offer \$ 2,652.56 for settlement.

Please hold for a week before making an offer as LOD just send to Insd on 30 July 2020.

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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 5 August 2020 9:55 am
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST ON QUANTUM AND LIABILITY - D20002242MFSH/1 // - ACCIDENT INVOLVING SHD3169L AND SMA2335L ON 25.05.2020 - EXPRESS SETTLEMENT VIA LKK

YOUR REF: D20002242MFSH/1
LKK REF: CC4/FCI20005981/R1ka3q2

Dear Jason,

We refer to the above matter.

Liability: 100% (BOLA 27) – Head to rear collision

Our surveyor is of the opinion that the damages are consistent to third party vehicle.

We seek your approval to offer third party repairer “**PERFORMANCE MOTORS LIMITED**” at **\$2,652.56 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 5,657.46	\$ 2,472.56
2. Loss of Use(3 days x \$60)	\$ 180.00	\$ 180.00 (3 days x \$60)
Total	\$ 5,837.46	<u>\$ 2,652.56</u>

Surveyor recommended 3 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: Jason Tea <JasonTea@msfirstcapital.com.sg>

Sent: Thursday, 23 July 2020 4:05 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Reply on liability SURVEY ASSESSMENT - D20002242MFSH/1 // - ACCIDENT INVOLVING SHD3169L AND SMA2335L ON 25.05.2020

Dear Khanchna,

As spoken we have noted that our insured have reported there were no visible damages,

You can proceed only if damages are consistent.

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

Sent: Thursday, 23 July 2020 3:49 pm

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Reply on liability SURVEY ASSESSMENT - D20002242MFSH/1 // - ACCIDENT INVOLVING SHD3169L AND SMA2335L ON 25.05.2020

Dear Mr. Jason,

We refer to the above matter and your e-mail below.

We attach herewith a copy of accident video from Third party.

We noted from the said video that it is a head to rear collision.

We will do the needful.

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

Sent: Wednesday, 8 July 2020 8:52 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: Reply on liability SURVEY ASSESSMENT - D20002242MFSH/1 // - ACCIDENT INVOLVING SHD3169L AND SMA2335L ON 25.05.2020

Dear Mei Kwan,

There are 2 things that need you to check before agree to Express settlement

- 1) check whether TP any video if yes please get and forward to me, if no please get black and white confirmation
- 2) Insured reported no visible damages, please ask your surveyor to verify damage consistency

Please send me the above before agree to Express settlement. Liability is 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: Wednesday, 8 July 2020 10:20 am

To: Jason Tea <JasonTea@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>

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

Subject: RE: SURVEY ASSESSMENT - D20002242MFSH/1 // - ACCIDENT INVOLVING SHD3169L AND SMA2335L ON 25.05.2020

YOUR REF: D20002242MFSH
LKK REF: CC4/FCI20005981/R1ka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMA 2335L on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
-

Kindly advise whether insured has reported. If so, 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 Khanchna and she can be contacted at DID: 6841 2360.

To check availability of the case handler, you may contact the undersigned.

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)

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 27 May, 2020 5:00 PM

To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: JASONTEA@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20002242MFSH/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, 27 May, 2020 4:36 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20002242MFSH/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.