

Re: [MANDATE GIVEN] - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON 29.05.2020 INVLG SGZ1285T & SHB4466 H

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Fri 28/5/2021 4:35 PM

To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

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

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at \$503.00(all-in) with third party repairer.

We are pending for signed DV from third party and will proceed to close file once DV received. Thanks.

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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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 May 2021 10:16 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: [MANDATE GIVEN] - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON 29.05.2020 INVLG SGZ1285T & SHB4466 H

Dear Hsiao Tong,

We refer to your below email.

You have our mandate to settle the matter at 50% from \$503.00 - \$518.00 (all in).

Kindly start to offer LOU @ \$50 x 3 days first.

Thank you.

Kind Regards,

Vic Sanghilan

Motor Claim Department

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

| Tel: 65073848 | DID : 65073846 | Fax No. : 65073849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn. No. 195000106C

A Member of MS&AD 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 12 May 2021 10:28 am
To: Vic Alpeh S. Sanghilaan <VicSanghilaan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON 29.05.2020 INVLG SGZ1285T & SHB4466 H

Your ref : **D20002270MFSH/1**

Our ref : CC4/FCI20006099/Gpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHB4466H(MS FCI) AND SGZ1285T (TP) ON 29/05/2020

We refer to the above matter.

Liability: 50%. Both parties changed into the same lane.

We seek your approval to offer repairer “**PROGRESSIVE CAR CARE PTE LTD**” at **\$518.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised	
1. Cost of Repair (w/GST)	\$ 1,316.10		\$ 856.00 (\$800.00 + 7%GST)
2. Loss of Use (3days x \$60.00)	\$ 180.00		\$ 180.00 (3days x \$60.00)
			\$ 1,036.00
		@ 50%	\$ 518.00
Total	\$ 1,496.00		\$ 518.00

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Karen Tan <karentan@msfirstcapital.com.sg>
Sent: Monday, 22 June, 2020 4:59 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: PROPOSAL ON LIABILITY - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON
29.05.2020 INVLG SGZ1285T & SHB4466 H

Dear Khanchna,
Based on both parties' report, we are prepared to consider 50/50 liability.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 |

Fax No. : 6507 3849 | Company Regn. No. 195000106C

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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, 17 June 2020 10:42 am
To: Karen Tan <karentan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: PROPOSAL ON LIABILITY - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON
29.05.2020 INVLG SGZ1285T & SHB4466 H

Dear Ms. Karen,

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

Third party is chasing for liability clearance.

Your approval please.

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: Khanchna (LKK Auto)
Sent: Friday, June 12, 2020 10:23 AM
To: KARENTAN@MSFIRSTCAPITAL.COM.SG
Cc: Admin A <admin-a@lkkauto.com>
Subject: PROPOSAL ON LIABILITY - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON 29.05.2020
INVLG SGZ1285T & SHB4466 H

YOUR REF: 20002270MFSH
LKK REF: CC4/FCI20006099/Gka3

Dear Karen,

Liability: 50%

Remarks: Both third party and Insured driver changed lanes into the same lane.

Kindly let us have your approval on liability.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, June 12, 2020 10:02 AM
To: KARENTAN@MSFIRSTCAPITAL.COM.SG
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002270MFSH/1 // EXPRESS SETTLEMENT - ACC ON 29.05.2020
INVLG SGZ1285T & SHB4466 H

YOUR REF: 20002270MFSH
LKK REF: CC4/FCI20006099/Gka3

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 Khanchna.

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.

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)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 2 June, 2020 4:32 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: KARENTAN@MSFIRSTCAPITAL.COM.SG
Subject: RE: SURVEY ASSESSMENT - D20002270MFSH/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: Tuesday, 2 June, 2020 4:25 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; KARENTAN@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D20002270MFSH/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.