

Shirley Hiew (LKK Auto)

From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Thursday, 25 June 2020 4:25 pm
To: Naz (LKKAuto); Shirley Hiew (LKK Auto)
Cc: Bryan Ang (LKKAuto); SUR
Subject: RE: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Naz,

Recvd with thanks.

Dear Shirley,

Please authorise the repairs, ask the workshop to start the repairs.

Thanks.

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: Naz (LKKAuto) <Naz@lkkauto.com>
Sent: Thursday, 25 June 2020 3:37 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Fw: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Mr Tea,

Attached herewith is the written statement signed by the insured driver post interview as well as the accident scene photos taken by the driver himself post- accident.

Everything is in order and damages are consistent to the accident. You may authorize the repair. I am in the midst of completing my report. I will update you accordingly.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

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

Sent: Wednesday, 24 June 2020 10:21 AM

To: Naz (LKKAuto) <Naz@lkkauto.com>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Naz,

Noted with thanks, please update us after the interview with the statement signed by the driver.

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: Naz (LKKAUTO) <Naz@lkkauto.com>
Sent: Tuesday, 23 June 2020 5:42 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Re: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Mr Tea,

I have received the assignment. I have proceeded to contact the Insured and arranged a meeting with him to conduct an interview tomorrow, 24 June 2020 at 1400 hours. I will update you accordingly.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Monday, 22 June 2020 12:10 PM
To: Naz (LKKAUTO) <Naz@lkkauto.com>
Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: FW: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Hi Naz

As spoken this morning. Please attend to this case. GIA report can be found in Views.

See below email for instructions from First Capital.

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: bryanang@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: Friday, 19 June 2020 11:50 AM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>; SERENELER@MFIRSTCAPITAL.COM.SG
Subject: RE: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Shirley,

Have your surveyor investigated into this accident? If possible please interview the driver.

We need to know how the vehicle hit bushes and can caused this type of damage to insured vehicle.

Please check brake, steering wheel and tyre, to also get in vehicle maintenance records and check if vehicle is well maintained.

Please advise us soonest possible.

Please also inform the workshop that after your investigation then we can know whether to authorise the repairs.

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: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Thursday, 18 June 2020 1:59 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>; SERENELER@MFIRSTCAPITAL.COM.SG
Subject: RE: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Jason,

Enclosed preliminary revised of vehicle GBG 2683E.
Date of survey: 17/06/2020

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
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, 17 June 2020 11:18 am

To: HENGdingCHAO@MSFIRSTCAPITAL.COM.SG; JASONTEA@MSFIRSTCAPITAL.COM.SG; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; [SERENELER@MSFIRSTCAPITAL.COM.SG](mailto:Sereneler@MSFIRSTCAPITAL.COM.SG)

Subject: RE: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Sir/Madam,

Thank you for the assignment.

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

Sent: Tuesday, 16 June, 2020 6:41 PM

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

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>; Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: Our Ref: D20002419MFCV | OD PRI for GBG2683E

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly forward us your report by email only to Surveyor@msfirstcapital.com.sg within the next 14 days.

Thank you.

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 MS&AD Insurance Group

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We appreciate your kind understanding. Stay safe.