



**Borneo Motors**

Co Reg No 196700086Z

**Borneo Motors (Singapore) Pte Ltd**  
Inchcape Bodycare Centre  
Level 4, Inchcape Centre  
2 Pandan Crescent  
Singapore 128462  
Tel: +65 6631 1855/1500  
Fax: +65 6872 7260  
[www.borneomotors.com.sg](http://www.borneomotors.com.sg)

**Our Ref: BMS2020/09/PD0656/DS(SM)**

**Your Ref: D20002546MFSH**

**11 Sep 2020**

**BY HAND (INS COPY)**

**M/S. MS FIRST CAPITAL INSURANCE LTD**

Attn : Rachel Wu

Dept : Motor Claims

**RE : ACCIDENT INVOLVING SLU2628Z AND SH8448Y ON 23 Jun 2020**

Dear Officer,

We refer to the above captioned.

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

|                                                                        |                                 |
|------------------------------------------------------------------------|---------------------------------|
| A. Repair Cost - \$4,250.28                                            | B. LTA Search -                 |
| C. Excess -                                                            | D. Loss of Use -                |
| E. Loss of Rental - \$600.00 (\$150x4days)                             | F. Others -                     |
| G. Medical Claims -<br>-Undertake By Claimant <input type="checkbox"/> | <b>Total Claim - \$4,850.28</b> |

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

|                                  |                                 |
|----------------------------------|---------------------------------|
| (✓) Original Tax Invoice         | (X) Discharge Voucher           |
| (✓) Car Rental Invoice/Agreement | (X) Original Photograph X _____ |
| (✓) GIAS/Police Report/s         | (X) Original/Photocopy Survey   |
| (✓) Certificate of Insurance     | (X) LTA Search Fees             |
| (✓) Letter of Authority          | (X) Medical Receipt             |

\*Cheque is to be made payable to **BORNEO MOTORS (SINGAPORE) PTE LTD** & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department\*

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: [claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)

(As this is a computer generated letter, no signature is required.)

## AUTHORIZATION LETTER

Date: 24/6/2020

To: \_\_\_\_\_

Cc: Borneo Motors (S) Pte Ltd

Attn: To Whom It May Concern

Dear Sir / Madam,

**RE: Authorization to Act on Behalf for Insurance Claims Documentation**

I/we (full name) Beatrice Wong Man Ling NRIC No. S2616582B

hereby authorized my/our (relationship) Man Kai Yin (full name)

\_\_\_\_\_, NRIC No. S89707926 to drive my vehicle at time of accident.

He / ~~She~~ is also authorize to exercise and execute to sign all / any necessary transaction documentation pertaining to my registration vehicle number SLU 2628Z as I am currently having tight official business schedules / ~~away from Singapore~~ on duty oversea travel.

Please do not hesitate to contact me should you require any further clarification on the above.

Thank You

Yours truly,

Signature :

Beatrice Wong

Name :

BEATRICE WONG MAN LING

Contact No :

90032272

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SLU262PZ and SHP448Y on 23-6-2020  
Own vehicle's number Other vehicle's number Date of accident

along Junction of Margaret Rd & Dakota Rd.  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Beatrice Wong Man Ling  
Name of Policy Holder & (IC/Passport/Company Registration) number

of \_\_\_\_\_  
Address of Policy Holder

owner of Vehicle Registration No. SLU262PZ hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:

1. To submit, resolve and make any claims which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or **alternatively** under Insurance Policy number \_\_\_\_\_ taken up by \*me/us and pay the compulsory excess in respect of the cost of repairs suffered by \*me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **BORNEO MOTORS (SINGAPORE) PTE LTD** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

\*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on \*my/our behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that the letter of authority hereby conferred shall remain **irrevocable**.

\*I/We further confirm that the acceptance by **BMS** of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 3 of the month July Year 20 20.

*SIGN & RETURN*

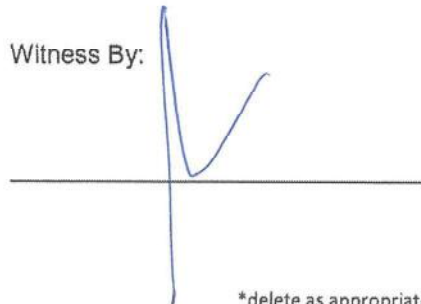
Signed & Delivered By:



(To be sign by the policy holder only)

\*\*Please stamp the company chop for vehicle registered under a company's name

Witness By:



\*delete as appropriate



MS First Capital Insurance Limited Co.Reg. No. 195000106C GST Reg. No. M2-0001676-9  
6 Raffles Quay #21-00 Singapore 048580  
Tel: (65) 6222 2311 Fax: (65) 6222 3547

**Claims & Motor Underwriting Dept:** 36 Robinson Road #16-01 City House Singapore 068877  
Tel: (65) 6507 3848 Fax: (65) 6507 3849  
www.msfirstcapital.com.sg

### DISCHARGE RECEIPT

CLAIM REFERENCE : D20002546MFSH/1  
ACCIDENT DATE : 23/06/2020  
ACCIDENT LOCATION : JUNCTION OF MARYMOUNT ROAD AND SHUNFU ROAD  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : TAN KIM SONG  
INSURED VEHICLE : SH 8448Y  
INVOLVED PARTY : SLU 2628Z  
SETTLEMENT SUM : \$ 4,850.28

I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT : BEATRICE WONG MAN LING

Signature and Date :

*Beatrice Wong* 22/10/2020

WITNESS : Man Kai Yin

Signature and Date :

*[Signature]* 22/10/2020

This settlement does not preclude/prejudice the Claimant/Driver/Passenger for personal injury at a later date should such a claim arises.



Co Reg No : 196700086Z  
GST Reg No : MR-8500000-9

Download "My Toyota SG" app on Playstore or Appstore to access your Toyota ME account & more!

Borneo Motors (Singapore) Pte Ltd

Online Service Booking :

[www.toyota.com.sg](http://www.toyota.com.sg)

Toyota Bodycare Centre  
17 Ubi Road 4  
Singapore 409611  
Tel no.: 6631 1188

## TAX INVOICE

| Account Detail                                                                                                         | Account No                                                                  | Customer Detail                                                                                         |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| MS First Capital Insurance Ltd<br>36 Robinson Road<br>#16-01 City House<br>Singapore 068877<br>Attn: Motor Claims Dept | S1000005 / ICFIC1<br>Document No<br>39010869<br>Document Date<br>15/07/2020 | Mdm Beatrice Wong Man Ling<br>310 Tampines Street 32<br>#12-130<br>Singapore 520310<br>Mobile: 90032272 |

| Year              | Make       | Model | Reg Date         | Veh Reg No       | Kilometers       | WIP No | Order No/Remarks     |
|-------------------|------------|-------|------------------|------------------|------------------|--------|----------------------|
| 17                | ANTGT      | L1    | ASU60R           | 24/11/2017       | SLU2628Z         | 85854  | 20118 67/DS/SLU2628Z |
| Chassis No        | Engine No  | Terms | Service Engineer | Vehicle In       | Collected On     |        |                      |
| JTEKB3GH30J000872 | 8ARZ099226 | 60    | Sam San Joi      | 24/06/2020 10.42 | 09/07/2020 15.26 |        |                      |

| L                                                                                                                                                                                            | Cd | Job/Parts Description                                                                                                                                                                  | Qty   | Unit Price | Disc % | Amount  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------|--------|---------|
| 1                                                                                                                                                                                            | Z  | BP-SUNDRY SUNDRIES TP-DIRECT SETTLEMENT<br>TP-SH8448Y ACC DATE:23/06/2020<br>DRIVE IN:24/06/2020<br>DATE-IN:30/03/2020 DATE SURVEY:30/06/2020<br>NO OF REPAIR DAYS:04<br>BY:LKK-ADRIAN |       |            |        | 30.00   |
| 2                                                                                                                                                                                            | B  | BP-ECU2 TO RESET ECU AND REPROGRAMME *                                                                                                                                                 |       |            |        | 180.00  |
| 3                                                                                                                                                                                            | S  | BP-SUBLET DRILL HOLE & INSTALL REAR REVERSE SENSOR A000                                                                                                                                |       |            |        | 180.00  |
| 4                                                                                                                                                                                            | S  | BP-SUBLET CHECK LIGHTING & CONDUCT WATER LEAK TEST A000                                                                                                                                |       |            |        | 180.00  |
| 5                                                                                                                                                                                            | S  | BP-SUBLET REPLACE REAR ACCIDENT DAMAGED PARTS A000                                                                                                                                     |       |            |        | 720.00  |
| 6                                                                                                                                                                                            | S  | BP-SUBLET STRAIGHTEN & ALIGN REAR ACCIDENT AFFECTED AREAS<br>RESPRAY JOB ON REAR ACCIDENT AFFECTED AREA<br>EAS                                                                         |       |            |        | 1180.00 |
| 7                                                                                                                                                                                            | 1  | T52159-48933 COVER, RR BUMPER                                                                                                                                                          | 1.00  | 904.00     |        | 904.00  |
| 8                                                                                                                                                                                            | 2  | T52169-48100 COVER, RR BUMPER,                                                                                                                                                         | 1.00  | 466.00     |        | 466.00  |
| 9                                                                                                                                                                                            | 3  | S52161-OK04Q PIECE, RR BUMPER                                                                                                                                                          | 10.00 | 4.10       |        | 41.00   |
| 10                                                                                                                                                                                           | 4  | T75442-48140 PLATE, BACK DOOR                                                                                                                                                          | 1.00  | 73.70      |        | 73.70   |
| 11                                                                                                                                                                                           | 5  | SPZQ31-13020 Badge Assy, Engine Mark RHS (AUD)                                                                                                                                         | 1.00  | 17.52      |        | 17.52   |
| Borneo Motors is the only authorised workshop to maintain your Toyota. Service your Toyota every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply. |    |                                                                                                                                                                                        |       |            |        |         |

| For & on behalf of<br>Borneo Motors | Customer's Signature                  | Change Summary                                                                                 | Total                                                            |
|-------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
|                                     | Please acknowledge receipt of vehicle | Parts 1,502.22<br>Labour 210.00<br>Materials 2,260.00<br>Lubrication/Fluid 0.00<br>Others 0.00 | 3,972.22<br>GST 7.00% 278.06<br>Less 0.00<br>Amount Due 4,250.28 |

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 4221179

TO SECURITY GUARD

PLEASE ALLOW THE UNDERMENTIONED  
VEHICLE TO LEAVE THE COMPANY PREMISES.

DATE 15/07/2020  
TIME 13:58

VEHICLE NO SLU2628Z

CUSTOMER

SIGNATURE  
FOR BORNEO MOTORS (SINGAPORE) PTE LTD



Borneo Motors

# CHAN'S & SONS ENTERPRISE

363 Sembawang Road  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-930900-M

**chan's**  
www.chans.com.sg

## TAX INVOICE

MAN KAI YIN  
BLK 310 #12-130  
TAMPINES STREET 32  
SINGAPORE 520310

ATTN : MAN KAI YIN

INVOICE : AR2007-0070  
DATE : 03/07/2020  
TERMS : C.O.D  
STAFF ID : AMIRA  
AGREEMENT NO. : HA202006-0171

| DESCRIPTION | AMOUNT (SGD) |
|-------------|--------------|
|-------------|--------------|

Vehicle Reg No : SKW1031C 560.75  
Make / Model :  
Rental Dates : Rental Billing From 30/06/2020 To 03/07/2020 (Inclusive)  
Period : 4 days  
Rental Rate : S\$ 150.00 Per Day (Including GST)  
Reference No : SLU2628Z

AMOUNT : S\$  
SIX HUNDRED DOLLARS ONLY

NON-TAXABLE VALUE : 0.00  
TAXABLE VALUE : 560.75  
GST 7% : 39.25

**TOTAL S\$ : 600.00**

Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**



For Official Use Only

|                |         |
|----------------|---------|
| Payment Date : | F / Amt |
| CS / CC / CH : |         |
| CS / CC / CH : |         |

# CHANS & SONS ENTERPRISE

363 Sembawang Road, Goodlink Park,  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-936900-M

**chan's**  
www.chans.com.sg

Hirer:

MAN KAI YIN

## OFFICIAL RECEIPT

| DESCRIPTION           |               | AMOUNT (SGD) |            |
|-----------------------|---------------|--------------|------------|
| Official Receipt No   | : 202007-0019 |              |            |
| Account of            | : MAN KAI YIN |              |            |
| Date Issued           | : 03/07/2020  |              |            |
| Vehicle Reg No.       | : SKW1031C    |              |            |
| Rental Dates          | : 30/06/2020  |              |            |
| Amount Received       | : S\$ 600.00  |              |            |
| Payment Type:         | : VISA        | V103290      | S\$ 600.00 |
| Payment for Invoice   | : AR2007-0070 |              |            |
| Comments              | :             |              |            |
| TOTAL AMOUNT RECEIVED |               | S\$          | 600.00     |

**First Data**

CHAN'S AND SONS ENTERPRISE  
363 SEMBAWANG ROAD  
SINGAPORE 758379

**DUPLICATE**

DATE: 03/07/20 TIME: 13:43:31  
BIN NUM: 000577 INV NUM: 003290  
MID: 000702053004422 TID: 72265400

**SALE**

Card Num: XXXX XXXX XXXX 6568 Manual  
REF NUM: 134331005463 Card TYPE: VISA  
APPR CODE: 001352 TRC NUM: 005463  
EXP DATE: 11/17/18

TOTAL : SGD 600.00

SIGN:

I AGREE TO PAY THE ABOVE TOTAL AMOUNT  
ACCORDING TO THE CARD ISSUER AGREEMENT  
--- MERCHANT COPY ---  
REGIONAL\_FONTS 1.5.5.AG

\* This is a computer generated document. No signature is required.

Member of  
VRA & ARTAS



ARTAS

363 Sembawang Road Goodlink Park Singapore 758379 T 67532536 F 67567565 E sales@chans.com.sg

## RENTAL AGREEMENT

202006 - 0171

|                                                        |  |                                    |                                        |                                 |
|--------------------------------------------------------|--|------------------------------------|----------------------------------------|---------------------------------|
| Hirer's Name<br><b>BEATRICE WONG MAN LING</b>          |  | Date of Birth                      | Passport/ Nric No.                     | Nationality<br><b>Singapore</b> |
| Address                                                |  | Occupation                         | Driving Licence No.                    | Date of Expiry                  |
| Postal Code                                            |  | Contact No.                        | Mobile Phone No.                       |                                 |
| Joint Hirer's / Guarantor's Name<br><b>MAN KAI TIN</b> |  | Date of Birth<br><b>13.11.1989</b> | Passport/ Nric No.<br><b>S09107D2G</b> | Nationality<br><b>Singapore</b> |
| Address<br><b>BLK 310 Tampines Street 32</b>           |  | Occupation                         | Driving Licence No.                    | Date of Expiry                  |
| Postal Code<br><b># 12-130</b>                         |  | Contact No.                        | Mobile Phone No.<br><b>* 9852 0703</b> |                                 |

### CHECK OUT

|                           |                     |                      |                        |
|---------------------------|---------------------|----------------------|------------------------|
| Date<br><b>30.06.2020</b> | Time<br><b>1000</b> | Mileage<br><b>KM</b> | E <b>1/4</b> 1/2 3/4 F |
| Date<br><b>3.7.20</b>     | Time<br><b>5pm</b>  | Mileage<br><b>KM</b> | Remarks                |

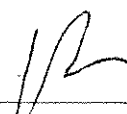
### CHECK IN

#### IMPORTANT NOTES:-

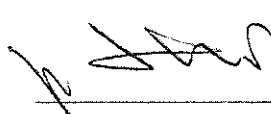
- ☒ Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- ☒ No refund will be given for vehicle that returns early.
- ☒ Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- ☒ Third Party Liability - First \$2000 for any Third Party Accident Claim.
- ☒ Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- ☒ Hirer is responsible for all parking fines & traffic summons.
- ☒ Extension:- One day's advance notice is required otherwise no extension will be allowed.
- ☒ Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- ☒ Vehicle returned after office hour will be charged to the next working day.
- ☒ Hourly extension is charged at 1/5 of the daily rate.
- ☒ As preventive maintenance, please check water & engine oil daily.
- ☒ Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- ☒ For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- ☒ Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

|                          | UNIT |   | RATE (\$)    | TOTAL (\$)           |
|--------------------------|------|---|--------------|----------------------|
| RATE                     | +    | @ | <b>\$150</b> | <b>600</b>           |
| DISCOUNT                 |      |   |              |                      |
| GST @ 7%                 |      |   |              |                      |
| TOTAL                    |      |   |              | <b>600</b>           |
| EXTENSION                |      |   |              | <b>V 103290</b>      |
| <b>Sam/BM</b>            |      |   |              | <b>202007 - 0019</b> |
| <b>SLU 2628Z</b>         |      |   |              |                      |
| DEPOSIT (refundable) S\$ |      |   |              |                      |
| CHANGED OVER FROM VEH.   |      |   | DATE         |                      |

I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.  
I/We declare that all information given on this form is true and accurate.

Hirer's Signature 

Joint Hirer's/ Guarantor's Signature

for CHAN'S & SONS ENTERPRISE 

|                             |                          |
|-----------------------------|--------------------------|
| VEHICLE NO. <b>SKW1031C</b> | MODEL                    |
| FROM <b>30.06.2020</b>      | RETURN <b>30.06.2020</b> |

\*Estimate Date. For actual return see CHECK IN

## Jia Le (LKK Auto)

---

**From:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Sent:** Tuesday, 29 September 2020 9:35 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20002546MFSH/1  
// Our ref: CC4/FCI20006682/Ada3 [ACCIDENT INVOLVING SH8448Y AND SLU2628Z ON 23/06/2020]  
**Attachments:** LKKInspection.pdf; LKKAdjustment1.pdf; SURVEY PHOTO.pdf; LOD.pdf

Dear Jia Le,

Please offer as per below:

COR : \$4,250.28  
LOR : \$480-\$600 (\$120-\$150 X 04 Days)  
**Total : \$4,730.28 - \$4,850.28**

Thank you

Best Regards

Rachel Wu  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@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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---

**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Monday, September 21, 2020 12:09 PM  
**To:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20002546MFSH/1 // Our ref: CC4/FCI20006682/Ada3 [ACCIDENT INVOLVING SH8448Y AND SLU2628Z ON 23/06/2020]

Claim No: D20002546MFSH/1  
LKK Ref: CC4/FCI20006682/Ada3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SH 8448Y AND SLU 2628Z ON 23/06/2020**

We refer to the above matter.

We seek your approval to offer Third Party repairer "BORNEO MOTORS (SINGAPORE) PTE LTD." at \$4,850.28(all-in).

The summary is as follows:-

|                                   | Claimed Amount | Revised Amount            |
|-----------------------------------|----------------|---------------------------|
| 1. Cost of Repair (w/GST)         | \$ 14,686.95   | \$ 4,250.28               |
| 2. Loss of Rental (4days x \$150) | \$ 600.00      | \$ 600.00 (4days x \$150) |
| Total                             | \$ 15,286.95   | \$ 4,850.28               |

Surveyor recommended 4 days for repair

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval/instruction.**

***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,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Rachel Wu [<mailto:RachelWu@msfirstcapital.com.sg>]

**Sent:** Wednesday, 8 July 2020 11:17 AM

**To:** Jia Le (LKK Auto); Diana (LKK Auto)

**Cc:** Admin A

**Subject:** RE: SURVEY ASSESSMENT - D20002546MFSH/1 // EXPRESS SETTLEMENT VIA LKK  
REF NO: CC4/FCI20006682/Adv3

Dear Jia Le,

Please proceed with express settlement.

Thank you

Best Regards

Rachel Wu

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@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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**From:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>  
**Sent:** Wednesday, 8 July 2020 9:46 am  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>; Diana (LKK Auto) <[diana@lkkauto.com](mailto:diana@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20002546MFSH/1 // EXPRESS SETTLEMENT VIA LKK  
REF NO: CC4/FCI20006682/Adv3

Dear Rachel,

We have attached the photos for your reference. RR BUMPER of \$904.00 is the part circle by yellow colour and RR BUMPER of \$466.00 is circle by red colour.

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,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256 3561 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Rachel Wu [<mailto:RachelWu@msfirstcapital.com.sg>]  
**Sent:** Tuesday, 7 July 2020 2:11 PM  
**To:** Diana (LKK Auto)  
**Cc:** Admin A; Jia Le (LKK Auto)  
**Subject:** RE: SURVEY ASSESSMENT - D20002546MFSH/1 // EXPRESS SETTLEMENT VIA LKK  
REF NO: CC4/FCI20006682/Adv3

Dear Diana,

Kindly advise on third party estimate, why is there 2 "COVER, RR BUMPER"?

Thank you

Best Regards

Rachel Wu  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@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.

**Confidentiality Notice:** This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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**From:** Diana (LKK Auto) <[diana@lkkauto.com](mailto:diana@lkkauto.com)>  
**Sent:** Wednesday, 1 July 2020 3:12 pm  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20002546MFSH/1 // EXPRESS SETTLEMENT VIA LKK  
REF NO: CC4/FCI20006682/Adv3

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle **SLU 2628Z** at M/s Borneo Motors (S) Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Kindly take note that the case handler in-charge is **Jia Le**.

***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.***

Best Regards,

Diana | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [Diana@lkkauto.com](mailto:Diana@lkkauto.com) | fax: 6741-4108

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:** Thursday, 25 June, 2020 3:07 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);  
[RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)  
**Subject:** PRI: SURVEY ASSESSMENT - D20002546MFSH/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.**