

## Celine Fong (LKKAuto)

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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Tuesday, 7 July 2020 3:53 PM  
**To:** Yvonne Wong (LKK Auto)  
**Cc:** Serene Ler; SUR  
**Subject:** RE: Our Ref: D19002751MFSH Your Ref: CS3/FCI19007472/T1cd3s2 DOA: 23/04/2019 Our Veh No: SHD 8507L || To advise quantum & repair days

Without Prejudice

Dear Yvonne,

As spoken and clarified, repair days is only 6 days.

Thank you for your kind assistance.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD Insurance Group**

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**From:** Yvonne Wong (LKK Auto) <yvonnewong@lkkauto.com>  
**Sent:** Tuesday, July 7, 2020 3:12 PM  
**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: Our Ref: D19002751MFSH Your Ref: CS3/FCI19007472/T1cd3s2 DOA: 23/04/2019 Our Veh No: SHD 8507L || To advise quantum & repair days

Hi Eric

The vehicle SHD8507L the repair range is \$4500 - \$5500 repair 6 – 7 days.

Thank you.

Best Regards,

**Yvonne Wong (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [yvonnewong@lkkauto.com](mailto:yvonnewong@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.**

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**From:** Eric Woo [<mailto:EricWoo@msfirstcapital.com.sg>]  
**Sent:** Tuesday, July 07, 2020 1:54 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Our Ref: D19002751MFSH Your Ref: CS3/FCI19007472/T1cd3s2 DOA: 23/04/2019 Our Veh No: SHD 8507L || To advise quantum & repair days

Without Prejudice

Dear Mei Kwan,

Kindly refer to email below dated 29/6/2020.

Please assist to advise us reasonable quantum and repair days on urgent basis as there is a pending LOD against us.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
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**From:** Eric Woo  
**Sent:** Monday, June 29, 2020 8:54 AM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** FW: Our Ref: D19002751MFSH Your Ref: CS3/FCI19007472/T1cd3s2 DOA: 23/04/2019 Our Veh No: SHD 8507L || To advise quantum & repair days

Without Prejudice

Dear Mei Kwan / SUR team,

Would appreciate if you can assist to advise us a reasonable quantum and repair days.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, June 22, 2020 9:18 AM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Our Ref: D19002751MFSH Your Ref: CS3/FCI19007472/T1cd3s2 DOA: 23/04/2019 Our Veh No: SHD 8507L || To advise quantum & repair days

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi SUR team,**

**Kindly assist.**

***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](mailto: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***

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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Monday, 22 June, 2020 9:08 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>

**Subject:** Our Ref: D19002751MFSH Your Ref: CS3/FCI19007472/T1cd3s2 DOA: 23/04/2019 Our Veh No: SHD 8507L || To advise quantum & repair days

Without Prejudice

Dear Sirs,

This case was surveyed by Mr Taufikh.

Would appreciate if you can assist to provide a reasonable quantum and repair days.

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
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