

Su Li (LKK Auto)

From: Su Li (LKK Auto)
Sent: Tuesday, 21 July 2020 11:08 AM
To: Rachel Wu
Cc: Admin A; Jia Le (LKK Auto)
Subject: RE: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M // EXPRESS SETTLEMENT
Attachments: TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf

YOUR REF: D20002715MFSH
LKK REF: CC4/FCI20007154/Qds3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLB 7467M on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Su Li (LKK Auto)
Sent: Tuesday, 14 July 2020 9:45 AM
To: Rachel Wu; Jia Le (LKK Auto)
Cc: Admin A
Subject: RE: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

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 Jia Le,

FYNA, our ref CC4/FCI20007154/ds3

** 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

Sent: Monday, 13 July 2020 6:17 PM

To: assignments

Cc: Admin A

Subject: FW: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

Dear LKK,

Please refer to the below email, we have agreed to direct settlement with the workshop.

For your necessary action.

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 | Company Regn. No. 195000106C

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From: Rachel Wu
Sent: Monday, 13 July 2020 6:09 pm
To: shujuan@automotiverepaircentre.com.sg
Cc: 'ARC Raymond' <raymond@automotiverepaircentre.com.sg>; kenguan@automotiverepaircentre.com.sg;
CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Subject: RE: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

WITHOUT PREJUDICE

Dear Shu Juan,

Kindly proceed with direct settlement with quantum to be agreed with our surveyor.

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 | Company Regn. No. 195000106C
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From: shujuan@automotiverepaircentre.com.sg <shujuan@automotiverepaircentre.com.sg>
Sent: Monday, 13 July 2020 9:45 am
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; CWS Motor Claims
<cwsmotorclaims@msfirstcapital.com.sg>
Cc: 'ARC Raymond' <raymond@automotiverepaircentre.com.sg>; kenguan@automotiverepaircentre.com.sg
Subject: RE: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

Dear Rachel & Team,

Refer to my last email dated 09.07.2020 with enclosed of video footage.

Our workshop is trying to secure the case for direct settlement if the conditions that your insured's liability is down.

In the case our client may or may not use our workshop in between this waiting period,
we appreciate your kind assistance and liability confirmation soonest possible in order for us to ensure to our client.

Looking forward to your revert.

Thank you.

Regards,
Lin Shu Juan

Automotive Repair Centre Pte Ltd

38 Woodlands Industrial Park E1
#05-18 Singapore 757700
Tel: +65 6468 8834 Fax: +65 6462 2278

From: shujuan@automotiverepaircentre.com.sg <shujuan@automotiverepaircentre.com.sg>
Sent: Thursday, 9 July 2020 10:06 PM
To: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Cc: rachelwu@msfirstcapital.com.sg; Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>; 'ARC Raymond' <raymond@automotiverepaircentre.com.sg>; Ken ARC <kenguan@automotiverepaircentre.com.sg>
Subject: Re: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

Dear person in charge,

Please find enclosed the video footage provided by a witness.

Kindly revert soonest possible the liability details upon reviewing the evidence.
Thanks.

Regards,
Shujuan

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Thursday, 9 July 2020, 9:51 pm
To: shujuan@automotiverepaircentre.com.sg
Cc: rachelwu@msfirstcapital.com.sg; cwsmotorclaims@msfirstcapital.com.sg
Subject: RE: Advise liability SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

Without Prejudice

Dear Sir/Madam,

The liability is currently unclear until further evidence are provided.

Kindly forward us your client's video footage .

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited

From: shujuan@automotiverepaircentre.com.sg <shujuan@automotiverepaircentre.com.sg>
Sent: Thursday, 9 July 2020 3:27 pm
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: 'ARC Raymond' <raymond@automotiverepaircentre.com.sg>; kenguan@automotiverepaircentre.com.sg
Subject: FW: SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

Dear Rachel,

Our client's vehicle **SLB7467M** wants to make a third party claim against **SHC1098B** which is insured by **MS First Capital Insurance Ltd.**

Appreciate if you may update us the **liability details** of our client's claim.

***FYI, Vehicle completed survey this late noon.**

Thank you.

Regards,

Lin Shu Juan

Automotive Repair Centre Pte Ltd
38 Woodlands Industrial Park E1
#05-18

Singapore 757700

Tel: +65 6468 8834

Fax: +65 6462 2278

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Thursday, 9 July 2020 12:02 pm

To: SHUJUAN@AUTOMOTIVEREPAIRCENTRE.COM.SG

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

Subject: SURVEYOR APPOINTED; OUR REF : D20002715MFSH ; YOUR REF: SLB7467M

Dear Sir/Madam

PRI Request For **SLB7467M** Accident Involving **SHC1098B** On 08-07-2020 AT 09:30:00HRS.

Please find below details for your reference

- **Claim number** : D20002715MFSH
- **Insured vehicle number** : SHC1098B
- **Accident date** : 08-07-2020
- **Third-party vehicle number** : SLB7467M
- **Assignment type** : WITHOUT PREJUDICE
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : RACHELWU LIMEI

PS: This is a system generated mail. Please do not reply to this mail.

Regards,
Admin Team
Claim

Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849