

Khanchna (LKK Auto)

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: Monday, November 9, 2020 2:08 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: MANDATE REQUEST ON QUANTUM - SURVEY ASSESSMENT - D20002752MFSH/CTPL/TPD1/1 // EXPRESS SETTLEMENT VIA LKK

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Khanchna,

Please offer as per below:

COR : \$4,708.00
LOU : \$400-\$500 (\$80-\$100 x 05 days)
LTA : \$0 - \$7.45
Total : \$5,108.00 - \$5,215.45

- Please request LTA search receipt from third party and repair tax invoice.

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
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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Monday, November 9, 2020 11:57 AM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST ON QUANTUM - SURVEY ASSESSMENT - D20002752MFSH/CTPL/TPD1/1 // EXPRESS SETTLEMENT VIA LKK

YOUR REF: D20000835MFSH/1 /
LKK REF: CC4/FCI20002110/Aka3q2

Dear Rachel,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Head to rear collision. Insured driver braked but his turbo activated and collided into TP vehicle.

We seek your approval to offer third party repairer "ABWIN SERVICE PTE LTD" at \$5,215.45 ~ 5,315.45 (all in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (W/GST)	\$ 7,304.86	\$ 4,708.00
2. Loss of Use (5 days x \$120)	\$ 600.00	\$ 500 ~ 600 (5 days x \$100 ~ \$120)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	<u>\$ 7,912.31</u>	<u>\$ 5,215.45 ~ 5,315.45</u>

Surveyor recommended 5 days for repair

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/instruction.

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: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Sent: Tuesday, July 21, 2020 4:11 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002752MFSH/CTPL/TPD1/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Please proceed with express settlement.
Will wait for the case handler claimnote.

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
A Member of MS&AD Insurance Group

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 21 July 2020 3:52 pm
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002752MFSH/1 // EXPRESS SETTLEMENT

Dear Rachel,

Enclosed here with LOD and supporting docs for your perusal.

Our respective case handler will seek mandate soonest.

Hi Khanchna,

Please expedite.

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)

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 21 July, 2020 11:53 AM

To: RACHELWU@MSFIRSTCAPITAL.COM.SG

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20002752MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20002752MFSH

LKK REF: CC4/FCI20007219/Qks3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SJR 3536M 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 Khanchna.

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: Admin-D (LKKAuto)

Sent: Monday, 13 July 2020 3:28 PM

To: 'Claim Workflow System'; assignments; Admin A

Cc: RACHELWU@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20002752MFSH/1

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: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Monday, 13 July, 2020 3:25 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; RACHELWU@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D20002752MFSH/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.