

Khanchna (LKK Auto)

From: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Sent: 22 July 2020 3:13 PM
To: Mei Kwan (LKKAuto)
Cc: Khanchna (LKK Auto); Admin A; Serene Ler
Subject: RE: SURVEY ASSESSMENT - D20002730MFSH/1 // EXPRESS SETTLEMENT - ACC INV SLQ3705Z AND SHC8736Y ON 07.07.2020
Attachments: 1.mp4
Follow Up Flag: Follow up
Flag Status: Flagged

Sir/Mdm,

Resend, due to send error.

Sir/Mdm,

Attached video for LKK & surveyor reference only. Video shows that IV is stationary at the point of the collision.

Subjected to Third Party evidences in proving otherwise, Third Party claim to be rejected.

Please revert when third confirms their withdrawal of claim, and at the same time, forward us the Survey Fee invoice so that we can do the needful and close the case.

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  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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As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, 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 kind understanding. Stay safe.

From: Heng Ding Chao
Sent: Wednesday, 22 July 2020 3:09 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Serene Ler <Sereneler@msfirstcapital.com.sg>
Subject: RE: SURVEY ASSESSMENT - D20002730MFSH/1 // EXPRESS SETTLEMENT - ACC INV SLQ3705Z AND SHC8736Y ON 07.07.2020

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 21 July 2020 12:23 PM
To: Heng Ding Chao <HengDingChao@msfirstcapital.com.sg>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20002730MFSH/1 // EXPRESS SETTLEMENT - ACC INV SLQ3705Z AND SHC8736Y ON 07.07.2020

**YOUR REF: D20002730MFSH
LKK REF: CC4/FCI20007236/Gka3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLQ 3705Z on a WP basis and TP repairer proposed for 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 and she can be contacted at DID: 6841 2360.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Monday, 13 July, 2020 3:20 PM

To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: HENGdingchao@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20002730MFSH/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 3:11 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG;

HENGdingchao@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20002730MFSH/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.