

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 4 April 2022 12:36 PM  
**To:** Vic Alpeh S. Sanghilan  
**Cc:** Admin A  
**Subject:** RE: [MANDATE GIVEN for EXPRESS SETTLEMENT via LKK] - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020  
**Attachments:** FP4365R ATA & DV.pdf; FP 4365R LOD and PIR.pdf

Dear Vic,

Further to the below email.

Please be informed that third party had submitted a copy of signed ATA & DV. Kindly refer to the attached documents for your necessary action.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>  
**Sent:** Tuesday, 7 September 2021 9:10 AM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [MANDATE GIVEN for EXPRESS SETTLEMENT via LKK] - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

Dear Hsiao Tong,

We refer to your below email and the contents were noted.

You may proceed to close file in your end and submit your report accordingly.

Thank you.

Kind Regards,

Vic Sanghilan  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 65073848 | DID : 65073846 | Fax No. : 65073849 | Email: [vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**A Member of MS&AD Insurance Group**

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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.*

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 6 September 2021 4:36 pm  
**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [MANDATE GIVEN for EXPRESS SETTLEMENT via LKK] - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

Dear Vic,

We refer to the above matter.

We have settled the matter at \$1,420.00(all-in) with third party repairer on 24 Dec 2020 and pending signed DV from third party to conclude the matter. However, we were informed by third party repairer that their client is not in Singapore till date.

In view of this, kindly advise if we may proceed to temporary close file and submit report to your good office.

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,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Sent:** Thursday, 26 November 2020 5:38 pm  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** [MANDATE GIVEN for EXPRESS SETTLEMENT via LKK] - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

Dear Khanchna,

We refer to your below email.

We agree to your recommendation to settle the matter @ **\$1,340.00 – \$1,420.00 (all in).**

**Please start to offer from the lowest.**

Kindly wait for 2 weeks' time before making offer to TP repairer as we had just recently sent letter to our Insured. If you will not hear from us on 08/12/2020, you may proceed accordingly.

Thank you.

Kind Regards,

Vic Sanghilan  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: [vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg) | Company Regn. No. 195000106C

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Tuesday, 24 November 2020 1:31 pm

**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** RE: [REQUEST TP NETT VALUE] RE: MANDATE REQUEST ON QUANTUM & LIABILITY - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

Dear Vic,

We refer to the above matter and your e-mail below.

We attach herewith the relevant documents for your perusal and as requested, please refer to the table below:-

Market Value	\$ 3,000.00 (EST)
LTA REBATE	\$ 1,189.00(EST)
NETT VALUE	\$ 1,811.00(EST)

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](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Sent:** Tuesday, November 24, 2020 1:00 PM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** [REQUEST TP NETT VALUE] RE: MANDATE REQUEST ON QUANTUM & LIABILITY - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

Dear Khanchna,

We refer to your below email.

Kindly advise the TP vehicle Nett Value.

Thank you.

Kind Regards,

Vic Sanghilan

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877

| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: [vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg)

| Company Regn. No. 195000106C

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Friday, 20 November 2020 12:22 pm

**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** MANDATE REQUEST ON QUANTUM & LIABILITY - SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

**YOUR REF: D20002531MFSH/1**  
**LKK REF: CC4/FCI20007237/Uka3q2**

Dear Sir/Madam,

We refer to the above matter.

Liability: 100% (BOLA 9 (a))

Remarks: OID making a turn and TP moving straight have right of way. PIR against OID.

We seek your approval to offer third party repairer "Erofia Motor Trading Pte Ltd" at **\$ 1,340.00 ~ \$ 1,420.00 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 5,886.50	\$ 1,300.00
2. Loss of Use ( 6 days x \$20 )	\$ 120.00	\$ 40.00 ~ 120.00 ( 2 ~ 6 days x \$20)
<b>Total</b>	<b>\$ 6,006.50</b>	<b><u>\$ 1,340.00 ~ \$ 1,420.00</u></b>

Surveyor recommended 4 days for repair + 2 PRS = 6 days

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](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Wednesday, July 15, 2020 6:07 PM

**To:** [MAYCHUA@MSFIRSTCAPITAL.COM.SG](mailto:MAYCHUA@MSFIRSTCAPITAL.COM.SG)

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

**Subject:** RE: SURVEY ASSESSMENT - D20002531MFSH/1 // EXPRESS SETTLEMENT - ACC INV FP4365R AND SH7950U ON 22.06.2020

**YOUR REF: D20002531MFSH**

**LKK REF: CC4/FCI20007237/Uka3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle FP 4365R on a WP basis and TP repairer proposed for a direct 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](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:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, 13 July, 2020 2:33 PM

**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** [MAYCHUA@MSFIRSTCAPITAL.COM.SG](mailto:MAYCHUA@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: SURVEY ASSESSMENT - D20002531MFSH/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](mailto: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](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Sent:** Monday, 13 July, 2020 2:24 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);

[MAYCHUA@MSFIRSTCAPITAL.COM.SG](mailto:MAYCHUA@MSFIRSTCAPITAL.COM.SG)

**Subject:** PRI: SURVEY ASSESSMENT - D20002531MFSH/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.**