

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 18 September, 2020 10:49 AM  
**To:** Merina Chia  
**Cc:** Admin A; Jia Le (LKK Auto)  
**Subject:** RE: PROPOSAL ON LIABILITY - D20002899MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA8372Z AND SJE7301R ON 20.07.2020  
**Attachments:** SJE7301R VIDEO.mp4; TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf  
**Categories:** HMK

**YOUR REF: D20002899MFSH**  
**LKK REF: CC4/FCI20007603/Eda3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJE 7301R on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP video footage

Remarks: Based on video footage, insured driver encroached into third party's path.

Liability: 100%

Kindly let us have your approval on liability.

Please take note that the case handler in-charge Jia Le and she can be contacted at DID: 6841 2157.

***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:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Wednesday, 16 September, 2020 12:10 PM  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: PROPOSAL ON LIABILITY - D20002899MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA8372Z AND SJE7301R ON 20.07.2020

Claim No: D20002899MFSH/1  
LKK Ref: CC4/FCI20007603/Eda3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SHA 8372Z AND SJE 7301R ON 20/07/2020**

We refer to the above matter.

Liability: 100%

Remarks: Based on video footage, insured driver encroached into third party's path.

Kindly let us have your approval on liability.

***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,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]

**Sent:** Monday, 31 August 2020 10:27 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** Jia Le (LKK Auto); Admin A

**Subject:** RE: SURVEY ASSESSMENT - D20002899MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA8372Z AND SJE7301R ON 20.07.2020

Dear Mei Kwan,

Attached GIA report for your perusal.

Thank you.

Best Regards,

Merina Chia (Ms)

Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856  
| Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C

A Member of **MS&AD** Insurance Group

**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.**

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 19 August 2020 5:49 PM  
**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Cc:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20002899MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA8372Z AND SJE7301R ON 20.07.2020

Your ref: D20002899MFSH  
LKK ref: CC4/FCI20007603/da3

Dear Merina,

We refer to the above matter.

No survey done till date.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge Jia Le and she can be contacted at DID: 6841 2157.

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:** Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 23 July, 2020 1:44 PM  
**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; 'ASSIGNMENTS@LKKAUTO.COM' <[ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'MERINACHIA@MSFIRSTCAPITAL.COM.SG' <[MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)>  
**Subject:** RE: SURVEY ASSESSMENT - D20002899MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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:** Thursday, 23 July, 2020 1:41 PM

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

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

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

**Subject:** PRI: SURVEY ASSESSMENT - D20002899MFSH/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.**