

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 24 July, 2020 8:45 AM
To: Jason Tea; Jia Le (LKK Auto)
Cc: Admin A
Subject: RE: ES-LKK Request for evidence ; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

YOUR REF: D20002883MFSH
LKK REF: CC4/FCI20007604/Kda3

Dear Jason,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge Jia Le and she can be contacted at DID: 6749 5792.

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: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Thursday, 23 July, 2020 6:38 PM
To: Serene LIM <serene@autocare.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: ES-LKK Request for evidence ; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Dear Serene,

Please pass the email the LOD to LKK also, they will handle for us.

Regards
Jason Tea
Motor Claims

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

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

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Serene LIM <serene@autocare.com.sg>
Sent: Thursday, 23 July 2020 5:59 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: ES-LKK Request for evidence ; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Hi Jason

Noted with Thanks.

We mail LOD document direct to your office.

Serene LIM
Lim Yew Boo Spray Paint Co
Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332
E-mail: serene@autocare.com.sg

From: Jason Tea [<mailto:JasonTea@msfirstcapital.com.sg>]
Sent: Thursday, 23 July 2020 5:33 pm
To: Serene LIM; 'Admin A'
Subject: ES-LKK Request for evidence ; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Without Prejudice

Dear Serene,

Liability is ok.

Please arrange our assigned LKK to survey and verify damage consistency.

If damage consistent and number of repair days recommended by our surveyor, you can go thru them to do an express settlement.

Regards
Jason Tea
Motor Claims

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We appreciate your understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Serene LIM <serene@autocare.com.sg>
Sent: Thursday, 23 July 2020 4:41 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Request for evidence ; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Hi Jason

As requested, attached scene picture.

Pls revert, Thanks

Serene LIM
Lim Yew Boo Spray Paint Co
Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332
E-mail: serene@autocare.com.sg

From: Jason Tea [<mailto:JasonTea@msfirstcapital.com.sg>]
Sent: Thursday, 23 July 2020 1:37 pm
To: Serene LIM; 'Admin A'
Subject: Request for evidence ; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Dear Serene,

Do you have any video footage or accident scene photos of the accident

Regards
Jason Tea
Motor Claims

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We appreciate your understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Serene LIM <serene@autocare.com.sg>
Sent: Thursday, 23 July 2020 1:26 pm
To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; 'Admin A' <admin-a@lkkauto.com>
Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Hi Admin-A / Jason Tea

Pls revert for liability clearance for direct settlement purpose.

Hi Summer – Will pass Estimate to your surveyor. Please arrange your surveyor to contact us.

Serene LIM
Lim Yew Boo Spray Paint Co
Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332
E-mail: serene@autocare.com.sg

From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]
Sent: Thursday, 23 July 2020 1:10 pm
To: SERENE@AUTOCARE.COM.SG
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; JASONTEA@MSFIRSTCAPITAL.COM.SG
Subject: SURVEYOR APPOINTED; OUR REF : D20002883MFSH ; YOUR REF: SJP9668L

Dear Sir/Madam

PRI Request For **SJP9668L** Accident Involving **SHA1689G** On 20-07-2020 AT 22:40:00HRS.

Please find below details for your reference

- **Claim number :** D20002883MFSH
- **Insured vehicle number :** SHA1689G
- **Accident date :** 20-07-2020
- **Third-party vehicle number :** SJP9668L
- **Assignment type :** WITHOUT PREJUDICE
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** JASON TEA CHEE KIAT

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