

Su Li (LKK Auto)

From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Wednesday, 5 August 2020 6:02 PM
To: Ong Germaine (VGS - SG/Singapore)
Cc: Admin-D (LKKAuto); Admin A
Subject: ES-LKK SURVEYOR APPOINTED; OUR REF : D20003053MFSH ; YOUR REF: SLV3093D

Dear Germaine,

We can agree to a Direct settlement, please pass your LOD to LKK, they will be handling express settlement 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: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Wednesday, 5 August 2020 5:54 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>; CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Cc: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Subject: RE: [EXT] SURVEYOR APPOINTED; OUR REF : D20003053MFSH ; YOUR REF: SLV3093D

Dear Jason

Pls see attached

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>

VOLKSWAGEN
GROUP SINGAPORE



Das **Well**Auto.



From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Wednesday, 5 August 2020 5:50 PM
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Cc: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Subject: RE: [EXT] SURVEYOR APPOINTED; OUR REF : D20003053MFSH ; YOUR REF: SLV3093D

Without Prejudice

Dear Germaine,

Please forward estimate and Video if any

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: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Wednesday, 5 August 2020 5:48 pm
To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Cc: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>
Subject: RE: [EXT] SURVEYOR APPOINTED; OUR REF : D20003053MFSH ; YOUR REF: SLV3093D

Dear Jason

Can do direct settlement for these claim ?

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>



From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Wednesday, 5 August 2020 5:46 PM
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; JASONTEA@MSFIRSTCAPITAL.COM.SG
Subject: [EXT] SURVEYOR APPOINTED; OUR REF : D20003053MFSH ; YOUR REF: SLV3093D

Dear Sir/Madam

PRI Request For **SLV3093D** Accident Involving **SHC3229C** On 01-08-2020 AT 17:15:00HRS.

Please find below details for your reference

- **Claim number :** D20003053MFSH
- **Insured vehicle number :** SHC3229C
- **Accident date :** 01-08-2020
- **Third-party vehicle number :** SLV3093D
- **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