

Summer Lee (LKK Auto)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 21 October, 2020 4:36 PM
To: TeoSweeKeong@msfirstcapital.com.sg; jerdine.wang@alp.com.sg
Cc: Rachel Wu; jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alt.sg; alphacarservices@hotmail.com; assignments; SUR; Admin A
Subject: FW: OUR REF: D20003119MFSH/TPD 1 YR REF: PRI - SLU 7316R

Dear SK,

Thank you for your email.
We will proceed with our necessary action.

Dear Jerdine,

Kindly assist to contact our assignment team, Ms Summer (Tel: 6741 8434) to arrange for survey. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Sent: Wednesday, 21 October, 2020 4:15 PM
To: jerline.wang@alp.com.sg; Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alt.sg; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>; 'Alpha Car Services' <alphacarservices@hotmail.com>
Subject: OUR REF: D20003119MFSH/TPD 1 YR REF: PRI - SLU 7316R

Dear Sirs,

Please refer to our email earlier.

We wish to highlight :

"If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above to conduct the pre-repair survey.

Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle. Our surveyor will be appointed within 2 working days of your email.

Thank you."

Thanks and Regards,

SK Teo
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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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: jerdine.wang@alp.com.sg <jerdine.wang@alp.com.sg>

Sent: Wednesday, October 21, 2020 3:54 PM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Cc: jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alt.sg; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>; 'Alpha Car Services' <alphacarservices@hotmail.com>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Subject: RE: OUR REF: D20003119MFSH/TPD 1 YR REF: PRI - SLU 7316R

Dear Sir,

We refer to your email of even date.

We have our client's instructions to reject your proposed Single Joint Expert, LKK.

We propose to use the motor surveyor(s) named in the list below to conduct the joint pre-repair survey as a Single Joint Expert:

- WG Appraisal Services

Kindly let us hear from you within 2 working days as per the new NIMA protocol failing which we will proceed with the necessary.

Thank you.

Please NOTE that I have moved to ALP LAW CORPORATION.

Best Regards

Jerdine

For and on behalf of
ALLISTER LIM

ALP LAW CORPORATION
ADVOCATES & SOLICITORS

1 Coleman Street
#05-01 The Adelphi
Singapore 179803
DID: 6422 2187
Telephone : 6438 3303
Facsimile : 6438 1211

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From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: Wednesday, 21 October 2020 3:41 PM
To: Alpha Car Services <alphacarservices@hotmail.com>; jerline.wang@alp.com.sg
Cc: jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alt.sg; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Subject: RE: OUR REF: D20003119MFSH/TPD 1 YR REF: PRI - SLU 7316R

WITHOUT PREJUDICE

Dear Sir/Mdm,

As mentioned in our previous email >

The vehicle **SLU7316R** had been surveyed by **LKK** on **17/08/2020** at **Charn's Customcraft**.
Therefore, we will not be giving you a list of surveyors to choose from.

As the previous survey is based on previous workshop estimate. Kindly provide us your estimate.

Survey was done on WITHOUT PREJUDICE basis.

Thank you

Best Regards

Rachel Wu
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862
| Fax No. : 6507 3849 | Email: rachelwu@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of **MS&AD** Insurance Group

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From: Alpha Car Services <alphacarservices@hotmail.com>
Sent: Wednesday, October 21, 2020 3:20 PM
To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; jerdine.wang@alp.com.sg
Cc: jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alt.sg; Rachel Wu <RachelWu@msfirstcapital.com.sg>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>
Subject: RE: OUR REF: D20003119MFSH/TPD 1 YR REF: PRI - SLU 7316R
Importance: High

In light of the COVID-19 Resumption of Businesses implemented by the Government, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower. We thank you for the understanding. Stay safe and healthy!

Dear All,

Please be informed the Client instructed us to handle on his Claim. Can we propose WG Appraisal Services or CL Appraiser Pte Ltd AS OUR Surveyor.

Thanks and regards,
Cailing (๑´˘˘)๑*๓ ♡
ALPHA CAR SERVICES PTE LTD
Tel: 6509 8258
Blk C, Kaki Bukit Ave 6 #01-59, Kaki Bukit Autobay (S)417883

From: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Sent: Wednesday, 21 October 2020 2:35 PM
To: jerdine.wang@alp.com.sg
Cc: jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alt.sg; alphacarservices@hotmail.com; Rachel Wu <RachelWu@msfirstcapital.com.sg>; 'assignments@lkkauto.com' <assignments@lkkauto.com>
Subject: OUR REF: D20003119MFSH/TPD 1 YR REF: PRI - SLU 7316R
Importance: High

Dear Sir

Refer to your email of just.

The vehicle **SLU7316R** had been surveyed by **LKK** on **17/08/2020** at **Charn's Customcraft**. Therefore, we will not be giving you a list of surveyors to choose from.

Kindly liaise with **LKK** for this matter.

Thanks and Regards,

SK Teo
Motor Claims Dept

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We appreciate your kind understanding. Stay safe.

From: Aini Binte <Aini@msfirstcapital.com.sg>

Sent: Wednesday, October 21, 2020 12:22 PM

To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Subject: FW: PRI - SLU 7316R

Importance: High

Dear SK

PRI - D20003119MFSH/CTPL

Thanks & Regards

Aini

Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House, #16-01 Singapore 068877 | TEL: 6507 3848

Fax: 6507 3849 | Company Reg. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Karen Chin <KarenChin@msfirstcapital.com.sg>

Sent: Wednesday, October 21, 2020 12:19 PM

To: Aini Binte <Aini@msfirstcapital.com.sg>

Subject: FW: PRI - SLU 7316R

Importance: High

Dear Aini,

Surveyor - D20003119MFSH/CTPL

Thank you.

Warmest regards,
Karen Chin
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House, #16-01 Singapore 068877 | TEL: 6507 3848
Fax: 6507 3849 | Company Reg. No. 195000106C
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We appreciate your kind understanding. Stay safe.

From: jerdine.wang@alp.com.sg <jerdine.wang@alp.com.sg>
Sent: Wednesday, October 21, 2020 12:13 PM
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>
Cc: jiamin.mak@alp.com.sg; vincent.er@alp.com.sg; allister@alp.com.sg; 'Alpha Car Services' <alphacarservices@hotmail.com>
Subject: RE: PRI - SLU 7316R
Importance: High

Your Ref: SHC 8598D

Our Ref: AL.INS.2020.SLU7316R

21 October 2020

FIRST CAPITAL INSURANCE LTD
6 Raffles Quay
#21-00
Singapore 048580

BY EMAIL ONLY

Dear Sirs,

ACCIDENT INVOLVING SLU 7316R & SHC 8598D ALONG SHANGHAI ROAD ON 3 AUGUST 2020 AT OR ABOUT 1730 HOURS

We act for the owner of vehicle no. SLU 7316R.

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

ALPHA CAR SERVICES PTE LTD

Blk C Kaki Bukit Ave 4

#01-59 Kaki Bukit Autobay

Singapore 417883

Person In-Charge: Cailing/ Ah Yap

Mobile Number: 6509 8258/ 9807 3304

TAKE NOTICE that you are required to respond to us within 2 working days (excluding Saturday, Sunday and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

Please contact our staff, Jerdine / Jiamin at 6422 2187 or email us at jerdine.wang@alp.com.sg / jiamin.mak@alp.com.sg for future correspondences.

Please NOTE that I have moved to ALP LAW CORPORATION.

Best Regards

Jerdine

For and on behalf of
ALLISTER LIM

ALP LAW CORPORATION
ADVOCATES & SOLICITORS

1 Coleman Street
#05-01 The Adelphi
Singapore 179803
DID: 6422 2187
Telephone : 6438 3303
Facsimile : 6438 1211

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