

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Wednesday, 16 February 2022 13:34  
**To:** EricWoo@msfirstcapital.com.sg  
**Cc:** Admin A  
**Subject:** RE: [MANDATE REQUEST] Re: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20003279MFSH/1 // EXPRESS SETTLEMENT // ACCIDENT INVOLVING SHC 7284R(OI) AND CB 6873L (TP) ON 13/08/2020  
**Attachments:** [FINAL REMINDER] RE: CB6873L (Nissan Urvan) Accident Involving CB6873L & SHC7284R ON 13 AUG 2020

Hi Eric,

We refer to the above matter.

We have offer third party since the mandate given, however third party did not response to any of our email even with multiple reminder.

In view on the above we will submit our wp report to close off the matter at our end, shall reopen the case for review if third party return.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Sent:** Tuesday, 16 February 2021 10:41  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [MANDATE REQUEST] Re: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20003279MFSH/1 // EXPRESS SETTLEMENT // ACCIDENT INVOLVING SHC 7284R(OI) AND CB 6873L (TP) ON 13/08/2020

Dear Asher,

Please proceed to negotiate from **\$1,258.50-\$1,332.50**.

- To get final tax invoice bill to MSFCIL (only Proforma Invoice)
- Loss of use - \$90-\$120 x 3 days
- GIA search fee - \$0.00-\$29.00 (to pay full upon proof)
- To get letter of authorisation

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:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, 11 January 2021 4:18 PM

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Subject:** [MANDATE REQUEST] Re: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20003279MFSH/1 // EXPRESS SETTLEMENT // ACCIDENT INVOLVING SHC 7284R(OI) AND CB 6873L (TP) ON 13/08/2020

Your ref : **D20003279MFSH**

Our ref : CC4/FCI20008678/Kes3q2

Dear Sirs,

**ACCIDENT INVOLVING SHC 7284R(OI) AND CB 6873L (TP) ON 13/08/2020**

We refer to the above matter.

The accident occurred when our insured move out from the parking lot and hit third party that move off from stationary.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 50% liability.

We seek your approval to offer repairer "**YEE AUTO PTE LTD**" at **\$ 1,402.50 (all-in).**

-  
The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 9,554.24	\$ 2,247.00
2. Loss of Use (5days x \$150)	\$ 750.00	\$ 500.00 (5days x \$100)
Sub Total		: \$ 2,747.00
50%		: \$ 1,373.50
3. LTA Search Fee	\$ 29.00	\$ 29.00
<b>Total</b>	<b>\$10,333.24</b>	<b><u>\$ 1,402.50</u></b>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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



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

**Sent:** Monday, October 26, 2020 10:16 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** FW: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20003279MFSH/1 // EXPRESS SETTLEMENT

Dear Asher,

Please find attached the video footage for your perusal.

Liability @ 50%.

Our insured video footage shows our insured vehicle moved out from parking lot and third party vehicle moved out from stationary position and collided onto our insured vehicle.

***This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.***

***The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party.***

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  Insurance Group

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Tuesday, 20 October 2020 10:48 AM

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Subject:** [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20003279MFSH/1 // EXPRESS SETTLEMENT

Claim No: D20003279MFSH

LKK Ref: CC4/FCI20008678/Kes3

Dear Sir/Madam,

**ACCIDENT INVOLVING SHC 7284R AND CB 6873L ON 13/08/2020**

-  
We refer to the above matter.

Liability: 100%

Remark: B:24 OID EXIT FROM PARKING COLLIDED WITH TP

Kindly let us have your approval on liability.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Thursday, September 10, 2020 11:37 AM  
**To:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG) <[MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20003279MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20003279MFSH**  
**LKK REF: CC4/FCI20008678/Kes3**

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle CB 6873L at M/s YEE AUTO PTE LTD on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

**Enclosed for your perusal is:**  
- TP estimated cost of repair  
- Preliminary advice

Kindly take note that the case handler in-charge is Asher.

*To check availability of the case handler, you may contact the undersigned.*

*\* 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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6841 1467 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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**From:** Admin-D (LKKAuto)  
**Sent:** Wednesday, 19 August 2020 12:02 PM  
**To:** 'Claim Workflow System'; assignments; Admin A  
**Cc:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)  
**Subject:** RE: SURVEY ASSESSMENT - D20003279MFSH/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:** Wednesday, 19 August, 2020 11:49 AM  
**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 - D20003279MFSH/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.**