

Jia Le (LKK Auto)

From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Sent: Friday, 30 October 2020 9:34 AM
To: Jia Le (LKK Auto)
Cc: Jason Tea; Admin A
Subject: [NO OI VIDEO FOOTAGE YET] RE: SURVEY ASSESSMENT - D20003256MFSH/1 // EXPRESS SETTLEMENT - ACC INV SH8269Y AND GBA8991H ON 14.08.2020
Attachments: MCD620069255-SH8269Y.pdf

Dear Jia Le,

We refer to your below email.


Our Insured does not have the video footage at the moment as the SD card is still with Traffic Police.

Please request any evidence from TP.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn.
No. 195000106C
A Member of  Insurance Group

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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, 7 October 2020 4:10 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>; Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20003256MFSH/1 // EXPRESS SETTLEMENT - ACC INV SH8269Y AND GBA8991H ON 14.08.2020

Dear Vic,

Kindly let us have a copy of video footage for our viewing.

Thank you.

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 | fax: 6741-4108

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

From: Jason Tea [<mailto:JasonTea@msfirstcapital.com.sg>]

Sent: Friday, 21 August 2020 10:02 AM

To: Mei Kwan (LKKAuto); Vic Alpeh S. Sanghilan

Cc: Admin A; Jia Le (LKK Auto)

Subject: RE: SURVEY ASSESSMENT - D20003256MFSH/1 // EXPRESS SETTLEMENT - ACC INV SH8269Y AND GBA8991H ON 14.08.2020

Dear Vic,

For your action.

Regards

Jason Tea

Motor Claims

Personal Data Protection Act 2012 ("PDPA"):

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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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, 20 August 2020 4:09 pm

To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: RE: SURVEY ASSESSMENT - D20003256MFSH/1 // EXPRESS SETTLEMENT - ACC INV SH8269Y AND GBA8991H ON 14.08.2020

+ Vic

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: Mei Kwan (LKKAuto)

Sent: Thursday, 20 August, 2020 4:06 PM

To: JASONTEA@MSFIRSTCAPITAL.COM.SG; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20003256MFSH/1 // EXPRESS SETTLEMENT - ACC INV SH8269Y AND GBA8991H ON 14.08.2020

YOUR REF: D20003256MFSH

LKK REF: CC4/FCI20008701/Kda3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle GBA 8991H on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- Estimated cost of repair (incomplete – no parts price)

We will revert to you on preliminary advice in due course.

Kindly take note that the case handler in-charge is **Jia Le**.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 19 August, 2020 1:55 PM

To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: JASONTEA@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20003256MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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>

Sent: Wednesday, 19 August, 2020 1:28 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG;

JASONTEA@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20003256MFSH/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.