

Jia Le (LKK Auto)

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Sent: Thursday, 8 October 2020 4:43 PM
To: Jia Le (LKK Auto)
Subject: RE: SURVEY ASSESSMENT - D20002321MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHB4731S AND JTC4428 ON 02.06.2020

Dear Jia Le,

Please proceed this case on without prejudice basis.

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 | 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.

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.

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, 7 October 2020 4:32 PM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Subject: RE: SURVEY ASSESSMENT - D20002321MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHB4731S AND JTC4428 ON 02.06.2020

Dear Merina,

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: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Thursday, 20 August, 2020 3:04 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: MERINACHIA@MSFIRSTCAPITAL.COM.SG
Subject: RE: SURVEY ASSESSMENT - D20002321MFSH/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: Thursday, 20 August, 2020 2:42 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; MERINACHIA@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D20002321MFSH/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.

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Friday, 9 October 2020 10:32 AM
To: FONG MOTORS
Cc: Admin A
Subject: RE: Document from Goh Siew Cheng *** LKK REF: CC4/FCI20008768/Ada3

WITHOUT PREJUDICE

Dear Siew Cheng,

Please be informed that we could not proceed with Direct Settlement as our principal have investigate this matter. You may liaise with our principal directly.

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: FONG MOTORS <fongmotors@gmail.com>
Sent: Friday, 4 September, 2020 2:09 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: Re: Document from Goh Siew Cheng *** LKK REF: CC4/FCI20008768/da3

Dear Mei Kwan,

Attach LOD and invoice for JTC4428

Kindly acknowledge receipt.

Thank you.

Regards
Siew Cheng
Fong Motors
81820548

On Thu, Aug 20, 2020 at 7:17 PM Mei Kwan (LKKAuto) <Meikwan@lkkauto.com> wrote:

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan Pg. 2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Refer Police Report - T/20200603/2000

Brief Details.

On 02/06/2020 @ around 2020hrs, I was travelling in my vehicle (SHB4731S) on a one way lane between LP34 and LP 36 of Greenwich Dr, outside 25 Greenwich Dr.

I had then wanted to make a U-turn and I made sure that I had signaled my intention and made checks on my blind spot to check on safety.

When all is safe, I proceeded to make the turn. Halfway through while making the turn, a motorbike (JTC4428) came from the other direction at a very high speed and collided to my side door.

There is a severe dent to my right side car door, and my right side mirror was also shattered due to the collision. The motorcycle's front wheel was also displaced because of the collision.

The scene was attended to by ambulance and traffic police. The motorcyclist was sent and conveyed conscious to CGH by ambulance.

I wish to state as he was screaming in pain, I was unable to exchange any particulars with him. I am not injured.

Please provide us evidence i.e. video/ scene photo and PIR.

Kindly note that for liability, claim negotiation and settlement, please contact **Jia Le** via email.

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: FONG MOTORS <fongmotors@gmail.com>

Sent: Wednesday, 19 August 2020 4:54 pm

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>

Subject: Fwd: Document from Goh Siew Cheng

Dear Claims,

Kindly arrange to survey motor vehicle no. JTC4428

At Fong Motors

1 Kaki Bukit Ave 6

#01-45

Singapore 417883

Regards

Siew Cheng

Fong Motors

Document.pdf

Sent from my Samsung Galaxy smartphone.