

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Tuesday, 17 November 2020 1:22 PM
To: Merina Chia
Subject: RE: REQUEST VIDEO FOOTAGE [Express Settlement via LKK] - D20003335MFSH // Our ref: CC4/FCI20008913/da3 [ACCIDENT INVOLVING SHC7245D AND SKG8951K ON 18/08/2020]

Dear Merina,

Please be informed that third party did not arrange for survey and we will proceed to cancel this case.

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: Merina Chia [mailto:MerinaChia@msfirstcapital.com.sg]

Sent: Monday, 16 November 2020 11:46 AM

To: Jia Le (LKK Auto)

Subject: RE: REQUEST VIDEO FOOTAGE [Express Settlement via LKK] - D20003335MFSH // Our ref: CC4/FCI20008913/da3 [ACCIDENT INVOLVING SHC7245D AND SKG8951K ON 18/08/2020]

Dear Jia Le,

Please proceed this case on wp basis and let us have your survey report & invoice upload to CWS.

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.

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Monday, 16 November 2020 11:34 AM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Subject: RE: REQUEST VIDEO FOOTAGE [Express Settlement via LKK] - D20003335MFSH // Our ref: CC4/FCI20008913/da3 [ACCIDENT INVOLVING SHC7245D AND SKG8951K ON 18/08/2020]

Dear Merina,

Based on insured's video footage, third party encroached insured's lane and resulted accident.

Kindly let us have your instruction.

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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: Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]
Sent: Monday, 16 November 2020 11:17 AM
To: Jia Le (LKK Auto)
Subject: RE: REQUEST VIDEO FOOTAGE [Express Settlement via LKK] - D20003335MFSH // Our ref: CC4/FCI20008913/da3 [ACCIDENT INVOLVING SHC7245D AND SKG8951K ON 18/08/2020]

Dear Jia Le,

Please find attached the video footage as requested.

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

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| Fax No. : 6507 3849 | Email: merinachia@msfirstcapital.com.sg | Company Regn. No. 195000106C

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Wednesday, 11 November 2020 11:06 AM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

Subject: REQUEST VIDEO FOOTAGE [Express Settlement via LKK] - D20003335MFSH // Our ref: CC4/FCI20008913/da3 [ACCIDENT INVOLVING SHC7245D AND SKG8951K ON 18/08/2020]

Dear Merina,

Kindly assist to send a copy of insured's 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

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