

## Jia Le (LKK Auto)

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**From:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Sent:** Monday, 31 August 2020 10:19 AM  
**To:** Jia Le (LKK Auto); Su Li (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: EXPRESS SETTLEMENT - Accident Involving SHC 323H (OI : FCI - D20003437MFSH) and SMS 8870Z (TP : LKK REF - CC6/FCI20009019/Uds3) on 22/08/2020

Dear Jia Le,

Please proceed with WP 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](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:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Friday, 28 August 2020 9:37 AM  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: EXPRESS SETTLEMENT - Accident Involving SHC 323H (OI : FCI - D20003437MFSH) and SMS 8870Z (TP : LKK REF - CC6/FCI20009019/Uds3) on 22/08/2020

Dear Merina,

We attached herewith the third party's video footage for your viewing.

Based on video footage, Third party changed lane and causing the accident.

Kindly let us have your further instruction.

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: 6841 2157 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Thursday, 27 August 2020 5:38 PM

**To:** Su Li (LKK Auto)

**Cc:** Jia Le (LKK Auto); Admin A

**Subject:** RE: EXPRESS SETTLEMENT - Accident Involving SHC 323H (OI : FCI - D20003437MFSH) and SMS 8870Z (TP : LKK REF - CC6/FCI20009019/Uds3) on 22/08/2020

Dear Su Li,

Attached GIA report for your perusal.

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**

**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.**

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, August 27, 2020 4:08 PM

**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>

**Subject:** EXPRESS SETTLEMENT - Accident Involving SHC 323H (OI : FCI - TBA) and SMS 8870Z (TP : LKK REF - CC6/FCI20009019/Uds3) on 22/08/2020

**YOUR REF: TBA**

**LKK REF: CC6/FCI20009019/Uds3**

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle SMS 8870Z at M/s CAR CITY AUTO CENTRE PTE LTD on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

*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)

## Jia Le (LKK Auto)

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**From:** Jia Le (LKK Auto)  
**Sent:** Monday, 31 August 2020 10:44 AM  
**To:** ccacpl@singnet.com.sg  
**Subject:** RE: 3RD PARTY CLAIM: SMS8870Z(CHINA) AGAINST SHC323H(FIRST CAPITAL DOA: 22/08/2020

### WITHOUT PREJUDICE

Dear Too Boon,

Please be informed that we could not proceed with Direct Settlement due to liability unclear(your client changed lane).

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: 6841 2157 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

**From:** ccacpl@singnet.com.sg [mailto:ccacpl@singnet.com.sg]

**Sent:** Friday, 28 August 2020 9:20 AM

**To:** Jia Le (LKK Auto)

**Subject:** RE: 3RD PARTY CLAIM: SMS8870Z(CHINA) AGAINST SHC323H(FIRST CAPITAL DOA: 22/08/2020

Dear Jia Le,

Attached is the front and rear video clip as per your request.

Regards,

Ho Too Boon

CAR CITY AUTO CENTRE PTE LTD

TEL: 67810300 FAX: 67820300

EMAIL: [ccacpl@singnet.com.sg](mailto:ccacpl@singnet.com.sg)

On Fri Aug 28 2020 09:16:05 GMT+0800 (Singapore Standard Time) Jia Le (LKK Auto)  
<[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)> wrote:  
----- Original Message -----

**WITHOUT PREJUDICE**

Dear Too Boon,

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: 6841 2157 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com)  
| fax: 6741-4108

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

**From:**

[ccacpl@singnet.com.sg](mailto:ccacpl@singnet.com.sg) [<mailto:ccacpl@singnet.com.sg>]

**Sent:** Thursday, 27 August 2020 3:35 PM

**To:** Jia Le (LKK Auto)

**Subject:** 3RD PARTY CLAIM: SMS8870Z(CHINA) AGAINST SHC323H(FIRST CAPITAL DOA: 22/08/2020

Dear Miss Jiale,

As per our tele-conversation, attached is our customer, SMS8870Z full SAS report with photos and marked estimate marked by your in-house surveyor Mr Marcus.

Please help to confirm is this claim a direct settlement with liability in favour of our customer.

Best Regards,

Ho Too Boon

CAR CITY AUTO CENTRE PTE LTD

TEL: 67810300 FAX: 67820300

EMAIL: [ccacpl@singnet.com.sg](mailto:ccacpl@singnet.com.sg)



