

Hsiao Tong (LKKAuto)

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: Monday, 30 November 2020 11:20 AM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: MANDATE REQUEST ON QUANTUM - First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020
Attachments: LKK Inspection Report.pdf; LKK Adjustment Report.pdf; LKK Survey Photos.pdf; LKK Reinspection Photos.pdf; LOD (004).pdf

Dear Khanchna,

Please proceed with your recommendation at **\$ 2,107.45 - 2,407.45.**

- Kindly request for **letter of authorisation** before issuing offer.

Thank you

Best Regards

Rachel Wu
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862
| Fax No. : 6507 3849 | Email: rachelwu@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of **MS&AD** Insurance Group

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, November 18, 2020 11:08 AM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST ON QUANTUM - First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020

YOUR REF: D20003584MFSH
LKK REF: CC4/FCI20009631/Eka3

Dear Rachel,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Insured vehicle rolled forward and hit TP vehicle

We seek your approval to offer third party repairer “Alpha Car Services Pte Ltd ” at \$2,107.45 ~ 2,407.45 (all in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 7,552.31	\$ 1,700.00
2. Loss of Rental (7 days x \$120)	\$ 740.00	\$ 400.00 ~ 700.00(4 ~ 7 days x \$100)
3. LTA Search	\$ 7.45	\$ 7.45
Total	\$ 8,299.76	<u>\$ 2,107.45 ~ 2,407.45</u>

Surveyor recommended 4 days for repair + 1 Sunday + 2 PRS = 7 days

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/instruction.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Sent: 29 September 2020 5:37 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020

Dear Khanchna,

Please proceed with express settlement as per below re-finalized repair amount at **L/S \$1,700.00 (all in) (Before GST).**

Thank you

Best Regards

Rachel Wu

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862

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

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, September 29, 2020 4:53 PM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020

Dear Ms. Rachel,

We refer to the above matter and your e-mail below.

Kindly be informed that our surveyor has viewed the Insured's video and checked on the damage consistency.

Our surveyor has re-finalized the repair amount to **L/S \$1,700.00 (all in)** and we attach herewith the revised marked estimate.

He is not recommending the following items:

- Bootlid
- Bootlid Emblem LOGO (There is no emblem as per video footage)
- Bootlid Emblem – VOIS (There is no emblem as per video footage)
- Bootlid Emblem E (There is no emblem as per video footage)
- Bootlid Lock

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: 29 September 2020 3:16 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020

Dear Mei Kwan,

As per our tele-conversation earlier on, attached video footage as per request.
Based on ID video, ID had rolled forward and slight touch on third party rear portion.

Please assist to advice on the consistency for the damages/Items as per below.

Based on third party estimate:

- Bootlid
- Bootlid Emblem LOGO (There is no emblem as per video footage)
- Bootlid Emblem – VOIS (There is no emblem as per video footage)

- Bootlid Emblem E (There is no emblem as per video footage)
- Bootlid Lock

***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, any third party, or any social media or media platform.

Thank you

Best Regards

Rachel Wu
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862
| Fax No. : 6507 3849 | Email: rachelwu@msfirstcapital.com.sg | Company Regn. No. 195000106C
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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, September 29, 2020 11:15 AM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020

Hi all,
Resend with the correct ref.

YOUR REF: D20003584MFSH
LKK REF: CC4/FCI20009631/Eka3

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) <Meikwan@lkkauto.com>
Sent: Tuesday, 29 September, 2020 11:13 AM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: First Capital REF : D20003584MFSH ; OUR REF: SMJ9595J // EXPRESS SETTLEMENT - ACC INV SHA2558U AND SMJ9595J ON 04/09/2020

YOUR REF: D20003647MFSH
LKK REF: CC4/FCI20009704/Gka3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMJ 9595J on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Liability: - 100% (BOLA 27)

Remark: Insured rear-ended TP.

Your approval on liability please.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

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)

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Tuesday, September 8, 2020 5:26 PM
To: JAMIN.MAK@ALP.COM.SG
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG;
RACHELWU@MSFIRSTCAPITAL.COM.SG
Subject: SURVEYOR APPOINTED; OUR REF : D20003584MFSH ; YOUR REF: SMJ9595J

Dear Sir/Madam

PRI Request For **SMJ9595J** Accident Involving **SHA2558U** On 04-09-2020 AT 15:45:00HRS.

Please find below details for your reference

- **Claim number :** D20003584MFSH
- **Insured vehicle number :** SHA2558U
- **Accident date :** 04-09-2020

- **Third-party vehicle number** : SMJ9595J
- **Assignment type** : WITHOUT PREJUDICE
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : RACHELWU LIMEI

PS: This is a system generated mail. Please do not reply to this mail.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849