

## Mei Kwan (LKKAuto)

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**From:** Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>  
**Sent:** Wednesday, 25 November, 2020 4:47 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Admin A; Karen Tan; Khanchna (LKK Auto)  
**Subject:** RE: PRI REQUEST : FC REF: SH6387C. (D20003647MFSH) & TP REF: SMC5879D. (LC/5681/20/CT2(A3)N) ACCIDENT ON 06-09-2020 // EXPRESS SETTLEMENT  
**Attachments:** IV SH6387C.PDF  
**Categories:** HMK

Dear Mei Kwan,

Attached herewith the GIA report.

Chris Lim  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD** Insurance Group

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Wednesday, 25 November 2020 4:24 pm  
**To:** Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Karen Tan <karentan@msfirstcapital.com.sg>; Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Subject:** RE: PRI REQUEST : FC REF: SH6387C. (D20003647MFSH) & TP REF: SMC5879D. (LC/5681/20/CT2(A3)N) ACCIDENT ON 06-09-2020 // EXPRESS SETTLEMENT

Dear Chris,

We refer to the above matter.

Kindly provide a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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*

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**From:** Mei Kwan (LKKAuto)

**Sent:** Monday, 14 September, 2020 4:08 PM

**To:** [CHRISLIM@MSFIRSTCAPITAL.COM.SG](mailto:CHRISLIM@MSFIRSTCAPITAL.COM.SG)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** RE: PRI REQUEST : FC REF: SH6387C. (D20003647MFSH) & TP REF: SMC5879D. (LC/5681/20/CT2(A3)N) ACCIDENT ON 06-09-2020 // EXPRESS SETTLEMENT

**YOUR REF: D20003647MFSH**

**LKK REF: CC4/FCI20009704/Gka3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMC 5879D on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

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

Meanwhile, kindly provide a copy of your insured's GIA report for our necessary action.

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](mailto: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*

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 10 September, 2020 3:38 PM

**To:** [CHRISLIM@MSFIRSTCAPITAL.COM.SG](mailto:CHRISLIM@MSFIRSTCAPITAL.COM.SG); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: PRI REQUEST : FC REF: SH6387C. (D20003647MFSH) & TP REF: SMC5879D. (LC/5681/20/CT2(A3)N) ACCIDENT ON 06-09-2020

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](mailto:assignments@lkkauto.com) | fax: 6256-4315 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*

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**From:** Chris Lim Gan Koon <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>

**Sent:** Thursday, 10 September, 2020 12:25 PM

**To:** [claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com); Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>

**Subject:** FW: PRI REQUEST : FC REF: SH6387C. (D20003647MFSH) & TP REF: SMC5879D.  
(LC/5681/20/CT2(A3)N) ACCIDENT ON 06-09-2020

Without Prejudice

Dear Sir/Mdm,

We will arrange for LKK to conduct the PRI.

To LKK,

Pls liaise with OIC at Bifrost Auto for the arrangement.

Chris Lim

Motor Claims Dept.

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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:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>

**Sent:** Thursday, September 10, 2020 11:25 AM

**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Motor\_Claims  
<[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>

**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Subject:** Re: PRI REQUEST : FC REF: SH6387C. (D20003647MFSH) & TP REF: SMC5879D.  
(LC/5681/20/CT2(A3)N) ACCIDENT ON 06-09-2020

Without Prejudice,

Dear Sir/Ma'am,

We wish to nominate LKK to conduct the PRS.  
I tried to click on the link given but there is an error.

Thank you.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

Nur'Ikhwan  
Motor Claims Department  
Tel: 9329 0237

On Thu, 10 Sep 2020 at 11:20, Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)> wrote:

Dear Sir,

We refer to your request dated Sep 9 2020 8:44PM.

Please click on the below link to access our list of surveyors for your reference. Kindly select from our list and inform us of your choice within next 2 days. In case of any difficulties in accessing the link, please reply to this email with your query.

[Click Here](#) for list of surveyors

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

**We wish to highlight:**

If you do not agree to any of the surveyors from the list, please click on Decline button & you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank You

Thanks and Regrds  
MS First Capital Insurance Ltd  
[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)