



1 Kaki Bukit Ave 6, # 02-22/21/20 @ Autobay Blk D Singapore 417883
Company & GST Registration No : 201828067M

Proforma Inv : CAS/20/PI0122

FAX: 6509 9501
Email: contact@casgarage.sg

19.11.2020

Our Ref : SMT 7358M

Your Ref No : SHD 4369U

M/s MS First Capital Insurance Ltd
Motor Claims Department
36 Robinson Road
16-01 City House
Singapore 068877

BY POST

Dear Sir/Mdm

**ACCIDENT INVOLVING SMT 7358M AND SHD 4369U ALONG BELILIOS RD TURNING LH INTO
S'GOON RD ON 09.09.2020**

Please refer to the above mentioned accident.

We are writing in on the behalf of **NAZEER HUSSAIN S/O MOHAMED HANIFFA** the registered owner of motor vehicle number **SMT 7358M** which was involved in the above accident.

We are instructed that the above accident was caused solely and completely by the negligence of your insured's vehicle number **SHD 4369U** As a result of which, our client have suffered loss and and expenses.

We are instructed by our client to claim for :

- | | | |
|----|---|---------------------|
| 1. | Lumpsum repair cost (Recommended By LKK Adrian) | \$ 7,276.00 (W/GST) |
| 2. | Loss of Rental (9 days x \$ 120) | \$ 1,080.00 |
| 3. | LTA Search | \$ 7.45 |

TOTAL AMOUNT

\$ 8,363.45

We enclsod hereby the following documents for your consideration :

- (A) Proforma invoice
- (B) LTA Search Invoice
- (C) Letter of Authority
- (D) Rental Agreement
- (E) Rental Invoice

Kindly acknowledge receipt of the above said documents and your favorable reply is greatly appreciated.



Ms Nicole Chong
Admin and Finance Officer
Mobile: 65 97916119
Email: nicole@casgarage.sg



FAX: 6509 9501

Email: contact@casgarage.sg

LETTER OF AUTHORITY AND INDEMNITY

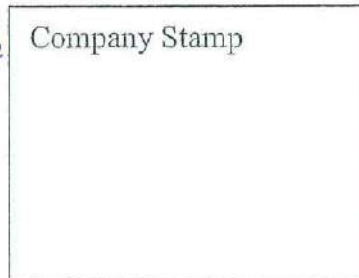
ACCIDENT INVOLVING VEHICLE NO. SMT73J8M AND SHD 43694
AT/ALONG Belilios Rd turnp LH into S'poon Rd
ON 9 DAY Sept MONTH 2020 YEAR

- a) I/We, the owner of vehicle no. SMT73J8M hereby instruct and authorize you to commence repair to the said vehicles.
- b) You are further authorized to appoint solicitors on my/our behalf and give the solicitors full instructions as if the appointment are given by me/us with respect to the conduct of my/our claims against third party driver and/or his insurers including if necessary, to commence legal proceedings in Court in my/our name against the third party.
- c) You have my/our full authority to instruct my/our solicitors to negotiate a settlement with the third party and/or his insurers on such terms as you deem fit. Upon settlement of my claim, you are authorized to sign any Discharge Voucher or any document to confirm my acceptance of the settlement as full and final discharge of my claim, on my behalf.
- d) Upon resolving my/our claim, you are authorized to agree with my/our solicitors on the amount of their professional cost and disbursements for acting for me/us and to relieve payment of the balance of the settlement sum on my/our behalf directly into your account.
- e) In the event that, I/we am/are required to attend at my/our solicitors' office or to attend court in connection to my/our claim, I/we shall render full co-operation.
- f) If for whatever reasons, my/our insurers reject my/our claim for indemnity for the cost of repairs and/or any loses recoverable under the policy of insurance or make any offer to pay less than the amount claimed by you, I/we agree to undertake to pay the full amount of your repair bill and survey fees and any other expenses reasonably incurred on my/our behalf or to pay you the difference in amount, as the case may be.
- g) I/we have read and understand the above statement and agreed.

Dated this 9 day Sept month 2020 year

Signature : [Signature]
Name : Nazeer Hussain s/o Mohd Haniffa
NRIC/ROC No. : S18078221
Address : BK 744 Junc West St 73
#08-39 S'640744

Company Stamp



DISCHARGE RECEIPT

CLAIM REFERENCE : D20003694MFSH
ACCIDENT DATE : 09/09/2020
ACCIDENT LOCATION : SERANGOON ROAD
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : TENG CHEE HOONG
INSURED VEHICLE : SHD 4369U
INVOLVED PARTY : SMT 7358M
SETTLEMENT SUM : \$8,083.45

I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT : NAZEER HUSSAIN S/O
MOHAMED HANIFFA

Signature and Date :

 01/03/2021

WITNESS : CHONG AI X IN

Signature and Date :

 1/3/2021



TAX INVOICE

MS FIRST CAPITAL INSURANCE LTD

Invoice Date
3 Mar 2021

Invoice Number
TI-21-0019-1309TP

Reference
SMT 7358M
HYUNDAI AVANTE

Tax Reference
Number
201828067M

CAS GARAGE PTE
LTD
1 KAKI BUKIT
AVENUE 6
#02-22 AUTOBAY
SINGAPORE 417883

Description	Quantity	Unit Price	Tax	Amount SGD
LUMP SUM REPAIR COST	1.00	6,800.00	7%	6,800.00
Subtotal				6,800.00
TOTAL LOCAL SUPPLY OF GOODS AND SERVICES 7%				476.00
TOTAL SGD				7,276.00

Due Date: 3 Mar 2021

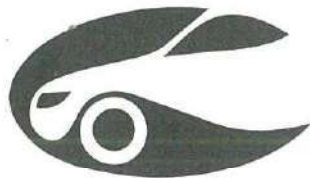
PAYMENT ADVICE

To: CAS GARAGE PTE LTD
1 KAKI BUKIT AVENUE 6
#02-22 AUTOBAY
SINGAPORE 417883

Customer MS FIRST CAPITAL
INSURANCE LTD
Invoice Number TI-21-0019-1309TP
Amount Due 7,276.00
Due Date 3 Mar 2021
Amount Enclosed

Enter the amount you are paying above

Company Registration No: 201828067M. Registered Office: 1 KAKI BUKIT AVENUE 6, #02-22 AUTOBAY, SINGAPORE 417883.



CS CAR RENTAL

SMT 7358M

1 KAKI BUKIT AVENUE 6
#02-38, AUTOBAY
SINGAPORE (417883)
TEL:6484 2220 H/P:9692 2220

NO: 10121

UEN: 53394623M

VEHICLE RENTAL AGREEMENT

HIRER'S PARTICULAR		Vehicle No: SLX394U		Replace Veh No:	
Name: (as in I/C) <u>Nazeer Hussain s/o Mohd Haniffa</u>		Mileage Out:		Mileage Out:	
NRIC/PASSPORT No: <u>S18078627</u>		Make & Model: <u>HYUNDAI ELANTRA</u>		Auto/Manual Group:	
Address (Res) <u>Bukit 744 Jlnneng West ST 73</u>		Out : Date <u>09.09.2020</u>		Time: <u>4pm</u>	
<u>#08-39 57640744</u>		HIRE / PERIOD EXPIRY		Time:	
Name & Address of Employer		NON-WAIVER EXCESS=\$			
Occupation :		Driving Exp:			
Driving Licence No: <u>S18078627</u>		D/L Type: <u>Local / International</u>			
Issue Date:		Date of Birth:			
Tel:(O) (R) HP <u>90686942</u>					
ADDITIONAL DRIVER'S PARTICULARS					
Name: (as in I/C)					
NRIC/PASSPORT No:					
Address (Res)					
Driving License No: D/L Type : Local / International					
Issue Date: <u>5/5/1994</u> Date of Birth: <u>13/10/1967</u>					
Occupation: Driving Exp:					
CHARGES					
Daily	9	@ \$	120	per day	1080 00
Weekly		@ \$		per week	
Monthly		@ \$		per month	
Hours		@ \$		per hour	
Others		@ \$			
CDW		@ \$		per day/month	
PAI		@ \$		per day/month	
Delivery/Collection Service					
SUB-TOTAL \$					1080 00
VEHICLE CHECK LIST					
PETROL LEVEL					
Out	E	1/4	1/2	3/4	F
In	E	1/4	1/2	3/4	F
EXTENSION					
Misc.					
TOTAL CHARGES \$					
ACCESSORIES CHECK					
☐ Ashtray	☐ Cig Lighter	☐ S/Tyre			
☐ STD Tools	☐ Jack	☐ Hub Caps			
☐ Radio/Cass	☐ CD	☐ Cartridges			
Hire's Signature 					
Additional Driver's Signature					

I have read and agree to the terms and condition on both sides of the agreement. If I have presented a charge/credit card for payment. I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given CS CAR RENTAL in connection with this agreement is true.

*IMPORTANT

1. ONLY PERSON ABOVE 23 YEARS OF AGE WITH MORE THAN 2 YEARS DRIVING EXPERIENCE, AUTHORISED, LICENSED AND SIGNING THIS AGREEMENT MAY DRIVE THE VEHICLE.
2. ALL PARKING AND TRAFFIC VIOLATIONS ARE THE RESPONSIBILITY OF THE HIRER. AN ADMINISTRATIVE CHARGE WILL BE LEVIED ON ANY TRAFFIC VIOLATIONS REDIRECTED.
3. THE HIRER SHALL BE LIABLE FOR EXCESS CHARGES FOR ANY LATE RETURN AT THE RATE SHOWN PER HOUR OR PER DAY, INCLUSIVE OF CDW AND/OR PAI WHERE APPLICABLE.
4. IN CASE OF ACCIDENT, THE HIRER SHALL REPORT TO RENTAL OFFICE IMMEDIATELY. IF THERE IS BODILY INJURIES, A POLICE REPORT MUST BE MADE WITHIN 24 HOURS.
5. VEHICLE IS STRICTLY FOR SINGAPORE USE ONLY. AND MAY NOT BE DRIVEN OUT OF SINGAPORE WITHOUT PRIOR CONSENT OF THE COMPANY CS CAR RENTAL.

RETURN OF VEHICLE. THE HIRER/DRIVER IS REQUIRED TO SIGN IN THE COLUMN "SINGAPORE OF HIRER/DRIVER" FAILING WHICH THE DAY AND TIME INSERTED BELOW SHAL DEEMED TO BE THE DAY AND TIME THE VEHICLE IS RETURNED TO CS CAR RENTAL AND THE SAME SHALL BE ACCEPTED AS CONCLUSIVE EVIDENCE OF THE SAME AND SHALL NOT BE CHALLENGED OR QUESTIONED ON ANY ACCOUNT WHATSOEVER.

DATE IN	TIME IN	MILEAGE	CHECKED BY	REMARKS	SIGNATURE OF HIRER/DRIVER
18/9	1120				



CS CAR RENTAL

1 KAKI BUKIT AVENUE 6
#02-38, AUTOBAY
SINGAPORE (417883)
TEL:6484 2220 H/P:9692 2220
UEN NO.: 53394623M

NO. **10075**

Date: 18/09/2020

SPECIAL RECEIPT

Issued from

Nazeer Hussain s/o Mohamed Haniffa (SMT73JPM)

Amount of Dollars

One Thousand and eighty Only.

Payment Of

SLX394U (9 days x \$120)

10807

h/Cheque No.

CS CAR RENTAL





Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

SMT 7358m

Print Date/Time : 09 Sep 2020 / 17:13:06

Receipt Date/Time : 09 Sep 2020 / 17:13:06

Tax Invoice/Receipt

Receipt No. : ITNET-00000-200909-002871

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHD4369U				
As at 09 Sep 2020/14:10:00				
Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHD4369U Enquiry Fee 20200909171050470253	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	554827XXXXXX3869	eNETS Credit Card		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 7 December 2020 4:20 PM
To: Vic Alpeh S. Sanghilan
Cc: Admin A; Jason Tea
Subject: RE: [MANDATE GIVEN] EXPRESS SETTLEMENT via LKK D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020 *** LKK REF: CC4/FCI20009817/Ada3

Dear Vic

We refer to the email on 26.11.2020.

We will proceed accordingly to settle the matter.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Sent: Thursday, 26 November 2020 3:21 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: [MANDATE GIVEN] EXPRESS SETTLEMENT via LKK D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020 *** LKK REF: CC4/FCI20009817/Ada3

Dear Jia Le,

We refer to your below email.

You have our mandate to settle the matter @ **\$8,083.45 (all in).**

For LOR, offer @ \$100 x 8 days.

Kindly wait for 2 weeks' time before making offer to TP repairer as we had just recently sent letter to our Insured. If you will not hear from us on 07/12/2020, you may proceed accordingly.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company
Regn. No. 195000106C
A Member of MS&AD Insurance Group

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: Wednesday, 25 November 2020 10:15 am

To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: [EXPRESS SETTLEMENT via LKK] SEEK MANDATE QUANTUM D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020 *** LKK REF: CC4/FCI20009817/Ada3

Claim No: D20003694MFSH

LKK Ref: CC4/FCI20009817/Ada3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHD 4369U AND SMT 7358M ON 09/09/2020

We refer to the above matter.

We seek your approval to offer Third Party repairer "CAS GARAGE PTE LTD" at \$8,243.45(all-in).

The summary is as follows:-

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 15,331.64	\$ 7,276.00
2. Loss of Rental (9days x \$120)	\$ 1,080.00	\$ 960.00 (8days x \$120)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 16,419.09	\$ 8,243.45

Surveyor recommended 6 days for repair + 1Sun + 1PRS = 8days

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval/instruction.

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

From: Vic Alpeh S. Sanghilan [<mailto:vicsanghilan@msfirstcapital.com.sg>]
Sent: Monday, 12 October 2020 9:39 AM
To: Jia Le (LKK Auto)
Cc: Admin A; Jason Tea
Subject: [EXPRESS SETTLEMENT via LKK] RE: VERY URGENT SURVEY/PRI D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020 *** LKK REF: CC4/FCI20009817/Ada3

Dear Jia Le,

We refer to your below email.

We agree to your recommendations on liability and please proceed with Express Settlement.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company
Regn. No. 195000106C
A Member of MS&AD Insurance Group

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Friday, 9 October 2020 3:15 pm
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: RE: VERY URGENT SURVEY/PRI D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020 *** LKK REF: CC4/FCI20009817/Ada3

Claim No: D20003694MFSH
LKK Ref: CC4/FCI20009817/Ada3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHD 4369U AND SMT 7358M ON 09/09/2020

We refer to the above matter.

Liability: 100%

Remarks: Insured driver rear ended third party.

Kindly let us have your approval on liability.

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)

Sent: Monday, 14 September 2020 2:55 PM

To: 'Jason Tea'; assignments; Admin A

Cc: 'Vic Alpeh S. Sanghilan'; 'Teo Swee Keong'; 'Aini Binte'; 'Sachin Jadhav /EXT/IT/ICICILOMBARD/KMRG'; 'Mehul Kumar /EXT/IT/ICICILOMBARD/PRBD'; 'Jim Soon'

Subject: RE: VERY URGENT SURVEY/PRI D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jason Tea <JasonTea@msfirstcapital.com.sg>

Sent: Monday, 14 September, 2020 2:51 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Sachin Jadhav /EXT/IT/ICICILOMBARD/KMRG <sachin.jadhav@ext.icicilombard.com>; Mehul Kumar /EXT/IT/ICICILOMBARD/PRBD <mehul.kumar@ext.icicilombard.com>; Jim Soon <JimSoon@msfirstcapital.com.sg>

Subject: RE: VERY URGENT SURVEY/PRI D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

Dear LKK,

Urgent

Please attend to this survey/PRI.

CAS Garage Pte. Ltd.

Addr: 1 Kaki Bukit Ave 6, #02-22
Autobay. Singapore (417883)

Once arranged, please contact Allan Goh at 8782 7171 during the inspection.

We are having some system problem, please attend first.

Regards
Jason Tea
Motor Claims

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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With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: ILPROCESSCENTRE //ICICILOMBARD/HYD <ilprocesscentre@icicilombard.com>

Sent: Monday, 14 September 2020 2:47 pm

To: Jason Tea <JasonTea@msfirstcapital.com.sg>

Cc: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Sachin Jadhav /EXT/IT/ICICILOMBARD/KMRG <sachin.jadhav@ext.icicilombard.com>; Mehul Kumar /EXT/IT/ICICILOMBARD/PRBD <mehul.kumar@ext.icicilombard.com>; Jim Soon <JimSoon@msfirstcapital.com.sg>

Subject: Re: VERY URGENT D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

Dear Jason,

TP has selected LKK ,due to IT issue case is not moving to approval stage.

Regards,
Harsha

From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: 14 September 2020 12:15
To: Jim Soon <JimSoon@msfirstcapital.com.sg>
Cc: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; ILPROCESSCENTRE //ICICILOMBARD/HYD <ilprocesscentre@icicilombard.com>; Sachin Jadhav /EXT/IT/ICICILOMBARD/KMRG <sachin.jadhav@ext.icicilombard.com>; Mehul Kumar /EXT/IT/ICICILOMBARD/PRBD <mehul.kumar@ext.icicilombard.com>
Subject: RE: VERY URGENT D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

[External Email Warning: Do not click on any attachment or links/URL in this email unless sender is reliable]

Dear Jim,

Please send list of surveyors to WS first, its too late to wait for IL to rectify the problem.

We do it manually first then wait and just inform IL which surveyor survey.

Regards
Jason Tea
Motor Claims

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However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: ILPROCESSCENTRE //ICICILOMBARD/HYD <ilprocesscentre@icicilombard.com>
Sent: Monday, 14 September 2020 2:40 pm
To: Sachin Jadhav /EXT/IT/ICICILOMBARD/KMRG <sachin.jadhav@ext.icicilombard.com>; Mehul Kumar /EXT/IT/ICICILOMBARD/PRBD <mehul.kumar@ext.icicilombard.com>
Cc: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>; Teo Swee Keong

<TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Jim Soon
<JimSoon@msfirstcapital.com.sg>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: Re: VERY URGENT D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

Dear Sachin,

We are unable to verify the case in CWS. Please find the error screenshot below and kindly do the needful.

Oops!

An Error Occurred. [Click here](#) to redirect to dashboard

Error Message : The ViewData item that has the key "PageTitle" must be of type 'IEnumerable<SelectListItem>' but the current type is 'System.Collections.Generic.List<SelectListItem>'.

Harsha

From: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: 14 September 2020 11:56
To: ILPROCESSCENTRE //ICICILOMBARD/HYD <ilprocesscentre@icicilombard.com>
Cc: Vic Alpeh S. Sanghilaan <vicsanghilaan@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>
Subject: VERY URGENT D20003694MFSH PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

[External Email Warning: Do not click on any attachment or links/URL in this email unless sender is reliable]

Dear IL,

Please expediate Survey assignment for my approval as it is very urgent

Regards
Jason Tea
Motor Claims

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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With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on **Work From Home arrangement**.

However, our office is open and 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 understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Monday, 14 September 2020 10:52 am
To: IL Process Centre <ilprocesscentre@icicilombard.com>
Cc: Vic Alpeh S. Sanghilaan <vicsanghilaan@msfirstcapital.com.sg>; Jason Tea <JasonTea@msfirstcapital.com.sg>; Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>; Aini Binte <Aini@msfirstcapital.com.sg>
Subject: FW: D20003694MFSH URGENT PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020
Importance: High

Dear IL

D20003694MFSH, New survey request for your handling.

Thank You

Jim Soon
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3852 | Fax No. : 6507 3849 | Email: JimSoon@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of MS&AD Insurance Group

Personal Data Protection Act 2012 ("PDPA"):

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As a response to the COVID 19 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 business partners. We have access to emails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

From: Jason Tea <JasonTea@msfirstcapital.com.sg>

Sent: Saturday, 12 September 2020 8:19 pm

To: Vic Alpeh S. Sanghila <vicsanghila@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>

Subject: D20003694MFSH URGENT PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

Importance: High

Dear Vic,

Next time got NR case please call me, as too many emails I cannot reply in time, luckily still in time to register.

Dear Jim,

Please arrange survey urgently and send NR letter to comfort if not sent.

Regards
Jason Tea
Motor Claims

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We appreciate your understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Jason Tea
Sent: Saturday, 12 September 2020 8:13 pm
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>
Subject: URGENT PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020
Importance: High

Dear Vic,

Next time got NR case please call me, as too many emails I cannot reply in time, luckily still in time to register.

Dear Jim,

Please arrange survey urgently and send NR letter to comfort if not sent.

Regards
Jason Tea
Motor Claims

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We appreciate your understanding on this matter.

Our Motor Claim email address is:
motorclaims@msfirstcapital.com.sg

Thank you and have a nice day.

From: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Sent: Thursday, 10 September 2020 2:25 pm
To: Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: [FOR REGISTRATION - OI NR] FW: PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

Dear Jason,

For Registration/OI-NR - Please assist to register claim for PRI.

IV : SHD4369U
TP: SMT7358M
DOA : 09/09/2020
LOCATION: BELILIOS RD TURNING LEFT INTO SERANGOON RD (KITCHENER ROAD)

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn.
No. 195000106C
A Member of  **Insurance Group**

Personal Data Protection Act 2012 ("PDPA"):

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From: Jim Soon <JimSoon@msfirstcapital.com.sg>
Sent: Thursday, 10 September 2020 12:15 pm
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Subject: FW: PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

Dear OIC ,

Kindly register claim for PRI.

IV had not reported in Merimen.

Thank You

Jim Soon
Motor Claim Department

Personal Data Protection Act 2012 ("PDPA"):

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We appreciate your kind understanding. Stay safe.

From: ILPROCESSCENTRE //ICICILOMBARD/HYD <ilprocesscentre@icicilombard.com>
Sent: Thursday, September 10, 2020 11:21 AM
To: Motor Claims <MotorClaims@msfirstcapital.com.sg>
Subject: Fw: PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

From: Nicole Chong <nicole@casgarage.sg>
Sent: 09 September 2020 15:59
To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Subject: PRI-SMT7358M and SHD4369U along Belilious Rd on 09.09.2020

[External Email Warning: Do not click on any attachment or links/URL in this email unless sender is reliable]

Dear Sir/Madam,

Kindly arrange to survey our client's vehicle.

Do let us know when is the available date and time for inspection of the vehicle at:

CAS Garage Pte. Ltd.

Addr: 1 Kaki Bukit Ave 6, #02-22
Autobay. Singapore (417883)

Once arranged, please contact Allan Goh at 8782 7171 during the inspection.

Thank you and have a nice day! Hope to hear from you soon

Regards,
Nicole Chong
Admin and Finance Officer
CAS Garage Pte. Ltd.
Addr: 1 Kaki Bukit Ave 6, #02-22
Autobay. Singapore (417883)
Hp: 9791 6119
Office: 6484 2220
UEN: 201828067M

--

WITHOUT PREJUDICE

Regards,
Nicole Chong
Admin and Finance Officer
CAS Garage Pte. Ltd.
Addr: 1 Kaki Bukit Ave 6, #02-22
Autobay. Singapore (417883)
Hp: 9791 6119
Office: 6484 2220
UEN: 201828067M

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