

RE: SURVEYOR APPOINTED; OUR REF : D20003721MFSH ; YOUR REF: SMH4372D *
LKK REF: CC4/FCI20009870/ea3**

Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Thu 9/17/2020 2:04 PM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

 2 attachments (11 MB)

[Untitled].pdf; FRT.mp4;

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Asher,

Kindly assist.

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)

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

Sent: Thursday, 17 September, 2020 12:05 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: FW: SURVEYOR APPOINTED; OUR REF : D20003721MFSH ; YOUR REF: SMH4372D

Dear LKK,

Liability is clear.

Please revert to TP on the liability.

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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Thursday, September 17, 2020 11:28 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20003721MFSH ; YOUR REF: SMH4372D

Dear Rachel,

Attached the estimate and video footage for your reference.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

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

Sent: Thursday, 17 September, 2020 11:23 AM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20003721MFSH ; YOUR REF: SMH4372D

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WITHOUT PREJUDICE

-
Dear Coco,

Please let us have your estimate before we revert to you on liability.

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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Thursday, September 17, 2020 10:40 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20003721MFSH ; YOUR REF: SMH4372D

Dear Rachel,

Please advise us the liability for this case. Thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

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From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Tuesday, 15 September, 2020 11:43 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; RACHELWU@MSFIRSTCAPITAL.COM.SG
Subject: SURVEYOR APPOINTED; OUR REF : D20003721MFSH ; YOUR REF: SMH4372D

This email was sent from outside of your organisation

Dear Sir/Madam

PRI Request For **SMH4372D** Accident Involving **SHC2868P** On 13-09-2020 AT 13:50:00HRS.

Please find below details for your reference

- **Claim number** : D20003721MFSH
- **Insured vehicle number** : SHC2868P
- **Accident date** : 13-09-2020
- **Third-party vehicle number** : SMH4372D
- **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

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