

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 7 January 2021 8:29 AM
To: 'Merina Chia'
Cc: Admin A
Subject: RE: MANDATE REQUEST ON QUANTUM AND LIABILITY - SURVEY ASSESSMENT - D20003754MFSH/1 // EXPRESS SETTLEMENT VIA LKK - Accident Involving SHC323H (OI : FCI - TBA) and SGD905K (TP : LKK REF - CC4/FCI20009957/Eka3) on 14/09/2020

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at **\$3,457.42(all-in)** with third party repairer.

We are currently pending for signed DV from third party and will proceed to close file once DV received. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>

Sent: Monday, 4 January 2021 2:47 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: MANDATE REQUEST ON QUANTUM AND LIABILITY - SURVEY ASSESSMENT - D20003754MFSH/1 // EXPRESS SETTLEMENT VIA LKK - Accident Involving SHC323H (OI : FCI - TBA) and SGD905K (TP : LKK REF - CC4/FCI20009957/Eka3) on 14/09/2020

Dear Hsiao Tong,

Please proceed to negotiate from **\$3,457.42-\$3,557.42.**

- Loss of use - \$80-\$100 x 5 days

Thank you.

Best Regards,

Merina Chia (Ms)

Motor Claims Department

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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Monday, 21 December 2020 9:13 AM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: MANDATE REQUEST ON QUANTUM AND LIABILITY - SURVEY ASSESSMENT - D20003754MFSH/1 // EXPRESS SETTLEMENT VIA LKK - Accident Involving SHC323H (OI : FCI - TBA) and SGD905K (TP : LKK REF - CC4/FCI20009957/Eka3) on 14/09/2020

YOUR REF: D20003754MFSH/1
LKK REF: CC4/FCI20009957/Eka3

Dear Ms Merina,

We refer to mandate request dated 06/11/2020.

Third party is chasing us for offer.

Please let us have your instruction/approval.

Kindly be informed that this matter is now handled by my colleague Hsiao Tong.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2021"

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: Khanchna (LKK Auto)
Sent: 6 November 2020 3:08 PM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST ON QUANTUM AND LIABILITY - SURVEY ASSESSMENT - D20003754MFSH/1 // EXPRESS SETTLEMENT VIA LKK - Accident Involving SHC323H (OI : FCI - TBA) and SGD905K (TP : LKK REF - CC4/FCI20009957/Eka3) on 14/09/2020

YOUR REF: D20003754MFSH/1
LKK REF: CC4/FCI20009957/Eka3

Dear Ms Merina,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Insured driver reported as 3 vehicle chain collision, Insured vehicle is last, but TP alleged head to rear collision and claiming for rear damage.

We seek your approval to offer third party repairer "TC AUTOCLINIC PTE LTD" at **\$3,557.42 (all in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (W/GST)	\$ 11,593.19	\$ 3,049.97
2. Loss of Use (5 days x \$100)	\$ 500.00	\$ 500.00 (5 x \$100)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 12,100.64	<u>\$ 3,557.42</u>

Surveyor recommended 5 days for repair

Enclosed herewith all the documents for your perusal.

Kindly let us have your approval/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,

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, September 23, 2020 5:42 PM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20003754MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHC323H (OI : FCI - TBA) and SGD905K (TP : LKK REF - CC4/FCI20009957/Eka3) on 14/09/2020

YOUR REF: D20003754MFSH

LKK REF: CC4/FCI20009957/Eka3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SGD 905K on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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.

**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,

Jaslin Kok | Admin

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 17 September 2020 8:48 AM

To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MERINACHIA@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20003754MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Wednesday, 16 September, 2020 5:59 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; MERINACHIA@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20003754MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

Note: All the accident reports are uploaded into CWS for your perusal.

Best Regards,

Admin Team

Claim Workflow System

Motor Claims Department

MS First Capital Insurance Limited

Tel : 6507 3848

Fax : 6507 3849

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