

**Veron Chen (LKKAUTO)**

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**From:** Naz (LKKAUTO)  
**Sent:** Wednesday, 7 October 2020 1:45 PM  
**To:** Jason Tea  
**Cc:** Serene Ler; SUR; Bryan Ang (LKKAUTO); Veron Chen (LKKAUTO)  
**Subject:** Re: D20003816MFSH INSURED Taxi SHD3409U Caught Fire  
**Attachments:** SHD 3409D FIRE INVESTIGATION REPORT.pdf

Dear Mr Tea,

Attached herewith is the Fire Investigation Report.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Naz (LKKAUTO) <Naz@lkkauto.com>  
**Sent:** Tuesday, 6 October 2020 5:54 PM  
**To:** Jason Tea <JasonTea@msfirstcapital.com.sg>  
**Cc:** Serene Ler <SereneLer@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>  
**Subject:** Re: D20003816MFSH INSURED Taxi SHD3409U Caught Fire

Dear Mr Tea,

I have completed the Fire Investigation Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

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**From:** Naz (LKKAuto) <Naz@lkkauto.com>

**Sent:** Thursday, 24 September 2020 4:58 PM

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

**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

**Subject:** Re: D20003816MFSH INSURED Taxi SHD3409U Caught Fire

Dear Mr Tea,

I have inspected the Insured Vehicle. Preliminary findings reveal that, apart from burn marks on the right portion of the Insured Vehicle, it was also burnt at the rear portion. Furthermore, the Insured Vehicle was parked beside another vehicle when the fire occurred and both vehicles sustained severe fire damage. Therefore, I will require more time to conduct more groundwork and to furnish the report. I will update you accordingly.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Naz (LKKAuto) <Naz@lkkauto.com>

**Sent:** Tuesday, 22 September 2020 1:19 PM

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

**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

**Subject:** Re: D20003816MFSH INSURED Taxi SHD3409U Caught Fire

Dear Mr Tea,

I have received the assignment and will proceed with the investigation.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

**From:** Jason Tea <JasonTea@msfirstcapital.com.sg>  
**Sent:** Tuesday, 22 September 2020 11:03 AM  
**To:** Naz (LKKAuto) <Naz@lkkauto.com>  
**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: D20003816MFSH INSURED Taxi SHD3409U Caught Fire

Dear Summer, Naz,

Our management is looking into this case, **please submit your preliminary advise to us by today.**

As we need to update our Insured and Management.

Jason Tea  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3860 | Fax No. : 6507 3849 | Email: [JasonTea@msfirstcapital.com.sg](mailto:JasonTea@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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*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.*

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**From:** Jason Tea  
**Sent:** 21 September 2020 16:40  
**To:** Summer Lee (LKK Auto) <admin-d@lkkauto.com>; ASSIGNMENTS@LKKAUTO.COM; Jim Soon <JimSoon@msfirstcapital.com.sg>; 'SUR' <sur@lkkauto.com>  
**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>  
**Subject:** RE: D20003816MFSH INSURED Taxi SHD3409U Caught Fire

Dear Summer,

A note to surveyor and your team, we need to know the total loss value of our Insured Taxi by tomorrow if possible as we need to update our reserves.

Regards  
Jason Tea  
Motor Claims

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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](http://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](mailto:motorclaims@msfirstcapital.com.sg)

Thank you and have a nice day.

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**From:** Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Monday, 21 September 2020 4:34 pm  
**To:** Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>; [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** RE: D20003816MFSH INSURED Taxi SHD3409U Caught Fire

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)

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**From:** Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>  
**Sent:** Monday, 21 September, 2020 4:26 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM); Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto:JimSoon@msfirstcapital.com.sg)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** D20003816MFSH INSURED Taxi SHD3409U Caught Fire  
**Importance:** High

Dear LKK,

Please survey the vehicle, assignment will be given later. Kindly also investigate into the matter and apply for the SCDF report.

**We need to know the total loss value of our insured vehicle asap.(if possible by tomorrow so that we can update our reserves)**

Taxi is grounded at 59 Loyang Drive.

Kindly contact Mr Lim Tien Siong@ 62148398 if you need any other information.

Dear Jim,

Please ask IL to create a survey to Insured vehicle SHD3409U, Insured vehicle caught fire

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](mailto:motorclaims@msfirstcapital.com.sg)

Thank you and have a nice day.

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