

RE: [PROPOSED LIABILITY] EXPRESS SETTLEMENT VIA LKK Re: SURVEY ASSIGNMENT(URGENT) OUR REF: D20/3773/CTPL/KT/CHRIS TP REF: SKX4822L DOA 16/092020

Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>

Wed 9/23/2020 10:15 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>

Dear Asher,

Liability is clear. Pls proceed with express settlement.

Regards

Chris Lim

Motor Claims Dept.

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, 22 September 2020 10:50 am

To: Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>

Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: [PROPOSED LIABILITY] EXPRESS SETTLEMENT VIA LKK Re: SURVEY ASSIGNMENT(URGENT) OUR REF: D20/3773/CTPL/KT/CHRIS TP REF: SKX4822L DOA 16/092020

Hi Sir,

We refer to the above matter.

Liability: 100%

Remark: BOLA 15 OID CHANGED LANE

Kindly let us have your approval on liability.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108

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: Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>
Sent: Tuesday, September 22, 2020 9:25 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSIGNMENT(URGENT) OUR REF: D20/3773/CTPL/KT/CHRIS TP REF: SKX4822L DOA 16/092020

Dear Mei Kwan,

Attached herewith our insured GIA report.

Regards

Chris Lim
Motor Claims Dept.

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 22 September 2020 9:22 am
To: Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>
Cc: Karen Tan <karentan@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSIGNMENT(URGENT) OUR REF: D20/3773/CTPL/KT/CHRIS TP REF: SKX4822L DOA 16/092020

LKK REF: CC4/FCI20010111/ea3
FCI REF : D20003773MFSH

Dear Chris,

Enclosed TP video footage.

Kindly let us have 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 | 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 21 September, 2020 7:46 PM
To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Cc: Karen Tan <karentan@msfirstcapital.com.sg>; CHRISLIM@MSFIRSTCAPITAL.COM.SG; Jim Soon <JimSoon@msfirstcapital.com.sg>; Motor Claims <MotorClaims@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSIGNMENT(URGENT) OUR REF: D20/3773/CTPL/KT/CHRIS TP REF: SKX4822L DOA 16/092020

LKK REF: CC4/FCI20010111/ea3
FCI REF : D20003773MFSH

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have 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 | 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: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Sent: Monday, 21 September, 2020 4:14 PM
To: 'assignments@lkkauto.com' <assignments@lkkauto.com>
Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>; Karen Tan <karentan@msfirstcapital.com.sg>; Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>; Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Subject: SURVEY ASSIGNMENT(URGENT) OUR REF: D20/3773/CTPL/KT/CHRIS TP REF: SKX4822L DOA 16/092020
Importance: High

Dear LKK

Kindly follow up Ms Tinie Ng for survey arrangement as per attached **urgently** – email to your side on 17/09/2020 before 5pm.

Thanks and Regards,

SK Teo

Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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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.

From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: Monday, September 21, 2020 4:06 PM
To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>; Karen Tan <karentan@msfirstcapital.com.sg>; Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>; assignments@lkkauto.com
Subject: Re: OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020

Hi Mr Teo,

Fyi, We have not receive any call for survey yet.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Sent: 17 September 2020 16:30
To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>; Karen Tan <karentan@msfirstcapital.com.sg>; Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>; assignments@lkkauto.com <assignments@lkkauto.com>
Subject: OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020

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Dear Sir

Thank you for informing us of your choice, the surveyor will be appointed within 2 working days of your email.

Thank you.

Thanks and Regards,

SK Teo
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |
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We appreciate your kind understanding. Stay safe.

From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: Thursday, September 17, 2020 4:28 PM
To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>; Karen Tan <karentan@msfirstcapital.com.sg>; Chris

Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>

Subject: Re: OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020

Hi Mr Teo,

Please appoint LKK Auto Consultants Pte Ltd.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

Sent: 17 September 2020 16:23

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>

Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>; Karen Tan <karentan@msfirstcapital.com.sg>; Chris Lim Gan Koon <ChrisLim@msfirstcapital.com.sg>; Jim Soon <JimSoon@msfirstcapital.com.sg>

Subject: OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020

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Dear Sirs,

We refer to your survey request dated 17/09/2020.

Please find below our list of surveyors for your reference. Kindly select from our list below and inform us of your choice within the next 2 days.

1. LKK Auto Consultants Pte Ltd
2. Vicom Ltd

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

If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above 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 Regards,

SK Teo
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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We appreciate your kind understanding. Stay safe.

From: Aini Binte <Aini@msfirstcapital.com.sg>
Sent: Thursday, September 17, 2020 2:03 PM
To: Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>
Subject: FW: TO ARRANGE TP SURVEY SKX4822L (SHD6937S)

PRI - D20003773MFSH/CTPL

Thanks & Regards

Aini
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House, #16-01 Singapore 068877 | TEL: 6507 3848
Fax: 6507 3849 | Company Reg. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: Thursday, September 17, 2020 1:08 PM
To: Motor_Claims <Motor_Claims@msfirstcapital.com.sg>
Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>
Subject: TO ARRANGE TP SURVEY SKX4822L (SHD6937S)

Dear Survey Team,

Kindly arrange survey for the above vehicle.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



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