

Re: ( GIA ) OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020  
\*\*\* LKK REF: CC4/FCI20010111/ea3

Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Wed 9/23/2020 10:24 AM

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Johari Bin Husin <JohariHusin@sparkcarcare.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto: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.**

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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

**Sent:** Tuesday, September 22, 2020 9:01 PM

**To:** Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

**Cc:** Johari Bin Husin <JohariHusin@sparkcarcare.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** Re: ( GIA ) OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020 \*\*\* LKK REF: CC4/FCI20010111/ea3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sir,

We refer to the above matter.

We are still pending approval from our principal, shall revert to you once our principal approved.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, September 22, 2020 9:00 AM

**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Cc:** Johari Bin Husin <JohariHusin@sparkcarcare.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** ( GIA ) OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020 \*\*\* LKK REF: CC4/FCI20010111/ea3

Dear Mei Kwan,

Attached as per requested.

*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](http://www.SPARKcarcare.com)

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**From:** Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>  
**Sent:** 22 September 2020 07:54  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Johari Bin Husin <JohariHusin@sparkcarcare.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Subject:** Re: OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020 \*\*\* LKK REF: CC4/FCI20010111/ea3

Hi Asher,

Please refer to the attached video & advise liability.

*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](http://www.SPARKcarcare.com)

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** 21 September 2020 19:43  
**To:** Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>  
**Cc:** Johari Bin Husin <JohariHusin@sparkcarcare.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: OUR REF: D20/3773/CTPL/KT/CHRIS YR REF: SKX4822L DOA 16/092020 \*\*\* LKK REF: CC4/FCI20010111/ea3

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Dear Tinie,

We refer to the above matter.

***Please provide us the following and arrange for survey.***

- ***evidence i.e. video and scene photo***
- ***PIR result***
- ***TP GIA/police report***

Kindly note that for liability, claim negotiation and settlement, please contact **Asher via email**.

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Thursday, 17 September, 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](http://www.SPARKcarcare.com)





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**From:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

**Sent:** 17 September 2020 16:23

**To:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>

**Cc:** Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>; Chris Lim Gan Koon <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>; Jim Soon <[JimSoon@msfirstcapital.com.sg](mailto: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 |

A Member of **MS&AD** INSURANCE GROUP

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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:** Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>  
**Sent:** Thursday, September 17, 2020 2:03 PM  
**To:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto: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

A Member of  **INSURANCE GROUP**

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*We appreciate your kind understanding. Stay safe.*

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**From:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>  
**Sent:** Thursday, September 17, 2020 1:08 PM  
**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>  
**Cc:** Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto: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](http://www.SPARKcarcare.com)

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