

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 7 October 2020 5:53 PM
To: 'Chris Lim Gan Koon'
Cc: Karen Tan; Admin A
Subject: RE: SURVEY ASSESSMENT - D20003817MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHC8386Z (OI : FCI -D20003817MFSH) and FBP3078Z (TP : LKK REF - CC4/FCI20010222/Uda3) on 16/09/2020

Dear Chris,

Noted. We will inform workshop on this matter and submit our survey report to close.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Chris Lim Gan Koon [mailto:ChrisLim@msfirstcapital.com.sg]
Sent: Wednesday, 7 October 2020 3:17 PM
To: Jia Le (LKK Auto)
Cc: Karen Tan; Admin A
Subject: RE: SURVEY ASSESSMENT - D20003817MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHC8386Z (OI : FCI - D20003817MFSH) and FBP3078Z (TP : LKK REF - CC4/FCI20010222/Uda3) on 16/09/2020

Dear Jia Le,

Attached herewith the VF for your reference.

Our insured was going straight as where their client was making a turn. Liability is against their client.

Pls help to inform the TP workshop with the attached VF and the following clause together.

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party. All our rights are hereby reserved.

Thank You.

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Wednesday, 7 October 2020 2:55 pm

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

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

Subject: RE: SURVEY ASSESSMENT - D20003817MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHC8386Z (OI : FCI - D20003817MFSH) and FBP3078Z (TP : LKK REF - CC4/FCI20010222/Uda3) on 16/09/2020

Dear Chris,

Kindly let us have a copy of insured's video footage for our viewing.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jaslin Kok (LKK Auto)

Sent: Thursday, 24 September 2020 2:17 PM

To: Chris Lim Gan Koon

Cc: [KARENTAN@MSFIRSTCAPITAL.COM.SG](mailto:karentan@msfirstcapital.com.sg); Admin A; Jia Le (LKK Auto)

Subject: RE: SURVEY ASSESSMENT - D20003817MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHC8386Z (OI : FCI - D20003817MFSH) and FBP3078Z (TP : LKK REF - CC4/FCI20010222/Uda3) on 16/09/2020

YOUR REF: D20003817MFSH

LKK REF: CC4/FCI20010222/Uda3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle FBP 3078Z 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 Jia Le and she can be contacted at DID: 6749 5792

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: Wednesday, 23 September 2020 1:13 PM

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

Cc: CHRISLIM@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20003817MFSH/1

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 | 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, 23 September, 2020 12:26 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20003817MFSH/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.

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Thursday, 8 October 2020 1:07 PM
To: Hasrianah@bhh.com.sg
Cc: Raymond; Admin A
Subject: RE: Accident involving FBP3078Z and SHC8386Z on 16/09/2020 *** LKK REF: CC4/FCI20010222/Uda3
Attachments: CT20090240 SHC8386Z 16-09-2020 NAF (online-video-cuttercom).mp4

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Based on our insured's video footage, he was going straight as where your client was making a turn. Liability is against your client and we could not proceed with direct settlement.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

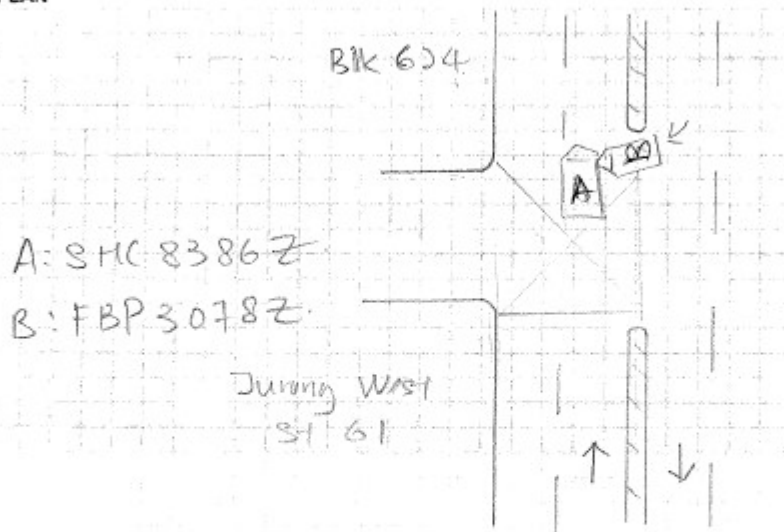
From: Jaslin Kok (LKK Auto)
Sent: Wednesday, 23 September 2020 5:36 PM
To: Hasrianah@bhh.com.sg
Cc: Raymond; Admin A; Jia Le (LKK Auto)
Subject: RE: Accident involving FBP3078Z and SHC8386Z on 16/09/2020 *** LKK REF: CC4/FCI20010222/Uda3

Dear Hasrianah,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 16/9/2020 around 1315 hrs. I was travelling along Jurong West St 61 towards Jurong Point. I was at the extreme right lane, going straight. Suddenly, a motorbike FBP 3078Z from the opposite direction turn right and hit onto the right front of my taxi. Nobody was injured at the point of accident.

Please provide us evidence i.e. video/ scene photo and PIR (if any).

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

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: hasrianah@bhh.com.sg <hasrianah@bhh.com.sg>

Sent: Monday, 21 September 2020 1:47 pm

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>

Cc: raymond@bhh.com.sg

Subject: Accident involving FBP3078Z and SHC8386Z on 16/09/2020

Dear Sir / Madam

We attached the third party claim documents for your perusal.

Appreciate for you to arrange for the pre-repair survey.

Thank you.

Best Regards,
Hasrianah

Insurance Department

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 222 | Fax: (65) 6281 2830

Visit us at <http://www.bhh.com.sg>

Facebook: <http://www.facebook.com/bhhsg>



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