

Hsiao Tong (LKKAUTO)

From: Eric Woo <EricWoo@msfirstcapital.com.sg>
Sent: Wednesday, 3 February 2021 4:42 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK REF: CC4/FCI20010437/Kka3

Dear Hsiao Tong,

For the purpose of settling case amicably, you have our mandate to settle as follow:

COR : \$2,728.50
LOU : \$250.00 (\$50 x 5days)
To offer : \$2,978.50

Thank you.

Eric Woo
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:
EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848
A Member of  Insurance Group

Personal Data Protection Act 2012 ("PDPA"):

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, February 2, 2021 2:18 PM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK REF: CC4/FCI20010437/Kka3

Hi Eric,

We refer to your below email.

For LOU, we have tried to negotiate as per your mandate below. However third party had rejected and insisted for 5days x \$50.00 which is very fair and reasonable.

Kindly assist to review and let us have your further mandate. 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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Thursday, 24 December 2020 4:48 PM

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

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

Subject: RE: [SEEK MANDATE] – D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Dear Hsiao Tong,

As spoken, please maintain LOU at 4 days \$200.00.

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848

A Member of **MS&AD Insurance Group**

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

Sent: Thursday, December 24, 2020 3:07 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

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

Subject: RE: [SEEK MANDATE] – D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Hi Eric,

For Loss of use, third party counter proposed 5days x \$50.00 = \$250.00.

Please advise if we may revise offer to 5days or maintain at 4days. Thanks.

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

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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Monday, 21 December 2020 5:50 PM

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

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

Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Dear Hsiao Tong,

You have our mandate to settle as follow:

COR : \$2,728.50

LOU : \$200.00 (\$50 x 4days)

To offer : \$2,928.50

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848

A Member of  Insurance Group

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

Sent: Wednesday, December 2, 2020 12:29 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

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

Subject: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK REF:
CC4/FCI20010437/Kka3

Your ref : **D20003886MFSH/1**

Our ref : CC4/FCI20010437/Kpa3q2

Dear Sirs,

ACCIDENT INVOLVING SHA8767T(MS FCI) AND SMA4185P (TP) ON 24/09/2020

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "ALAN'S UNITED AUTO PTE LTD " at \$3,028.50(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 4,752.62	\$ 2,728.50(\$2,550.00 + 7%GST)
2. Loss of Use (5days x \$60.00)	\$ 300.00	\$ 300.00 (5days x \$60.00)
Total	\$ 5,052.62	\$ 3,028.50

Surveyor recommended 4 days for repair + 1PRS =5days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Tuesday, 6 October 2020 5:51 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: SURVEY ASSESSMENT - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Without Prejudice

Dear Mei Kwan,

We are agreeable to Express Settlement.

Thank you.

Eric Woo

Motor Claim Department

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, October 6, 2020 4:57 PM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Dear Eric,

We refer to the above matter.

We have inspected TP vehicle SMA 4185P on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Liability: 100%

Remarks: Insured driver rear-ended TP vehicle.

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.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 29 September, 2020 3:04 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>
Cc: ERICWOO@MSFIRSTCAPITAL.COM.SG; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20003886MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

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

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

Sent: Tuesday, 29 September 2020 2:55 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT – D20003886MFSH/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

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