

Jaslin Kok (LKK Auto)

To: Rachel Wu
Cc: Admin A; Jia Le (LKK Auto)
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20010714/R1da3
Attachments: SLQ5218A_VID FOOTAGE R.mp4

Dear Rachel

We refer to the above matter.

We will reply to third party email.

Enclosed for your perusal is:

- TP ACCIDENT VIDEO

**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: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Sent: Thursday, 8 October 2020 11:26 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20010714/R1da3

Importance: High

Dear Jaslin,

Please proceed with express settlement.

Kindly assist to reply to third party email.

Attached for your attention.

Thank you

Best Regards

Rachel Wu

Motor Claim Department

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, 7 October 2020 5:46 pm

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20010714/R1da3

YOUR REF: D20004014MFSH

LKK REF: CC4/FCI20010714/R1da3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLQ 5218A 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.

To check availability of the case handler, you may contact the undersigned.

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

Sent: Wednesday, 7 October 2020 3:58 PM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A // EXPRESS SETTLEMENT - LKK REF: CC4/FCI20010714/R1da3

Dear Rachel,

Our surveyor just surveyed the vehicle today and yet to send back the file to office.

We will urge our surveyor.

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: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Sent: Wednesday, 7 October, 2020 2:27 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: FW: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A

Importance: High

Dear LKK,

Please assist on below email urgently.

Kindly let us have your preliminary report.

Thank you

Best Regards

Rachel Wu

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862

| Fax No. : 6507 3849 | Email: rachelwu@msfirstcapital.com.sg | Company Regn. No. 195000106C

A Member of  Insurance Group

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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Wednesday, 7 October 2020 2:19 pm

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A

Dear Rachel

With reference to the above-mentioned

Your assigned surveyor has already surveyed this vehicle today.

We would appreciate if you could let us have your approval for Direct Settlement with either LOU @\$100 per day or LOR @\$150 per day x no of days as recommended

Thank You

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

www.borneomotors.com.sg | www.lexus.com.sg

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

Sent: Tuesday, October 6, 2020 10:41 AM

To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

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

Subject: SURVEYOR APPOINTED; OUR REF : D20004014MFSH ; YOUR REF: SLQ5218A

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam

PRI Request For **SLQ5218A** Accident Involving **SHD4728S** On 30-09-2020 AT 18:15:00HRS.

Please find below details for your reference

- **Claim number** : D20004014MFSH
- **Insured vehicle number** : SHD4728S
- **Accident date** : 30-09-2020
- **Third-party vehicle number** : SLQ5218A
- **Assignment type** : WITHOUT PREJUDICE
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : RACHELWU LIMEI

PS: This is a system generated mail. Please do not reply to this mail.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849