

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 15 October 2020 12:24 PM
To: Vic Alpeh S. Sanghilan
Cc: Admin A; Jason Tea; Jaslin Kok (LKK Auto)
Subject: RE: [INTERVIEW ID FIRST] RE: SURVEY ASSESSMENT - D20004073MFSH/1 // ACCIDENT INVOLVING SHD3039D & SHB8971P ALONG/AT WOODLANDS RING ROAD ON 06/10/2020 *** LKK REF : CC4/FCI20010862/Epa3

Hi Vic,

We refer to your below email.

Kindly let us have a copy of insured video footage for our necessary action.

For an update, we have spoken to our driver Mr Tan. During our tele-conversation, we have advised him that third party had submitted a copy of video footage to show that third party was driving straight, while our driver was turning out from minor road. However our driver insisted that his taxi had come out from the minor road for few seconds and third party should have seen him but still moving ahead and caused the accident. He disagreed that he is 100% liable.

We have invited our driver, Mr Tan to come down to LKK office to view third party video for further explanation and he will let us know his schedule.

We will update you again after discussion with our driver. 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: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Sent: Tuesday, 13 October 2020 10:31 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: [INTERVIEW ID FIRST] RE: SURVEY ASSESSMENT - D20004073MFSH/1 // ACCIDENT INVOLVING SHD3039D & SHB8971P ALONG/AT WOODLANDS RING ROAD ON 06/10/2020 *** LKK REF : CC4/FCI20010862/Epa3

Dear Jaslin,

We refer to your below email. There is no Express Settlement at this point as our Insured Driver had insisted he is not at fault.

As such, kindly interview and talk to our Insured Driver MR TAN POH LEE / 91441829 giving the view of liability as per BOLA and based on TP video footage.

We can only proceed to do Express Settlement once Insured Driver is cleared.

Kindly let us know the outcome after the Interview to the ID.

Meanwhile, please also prepare the PRI/Survey Report and Survey Photos.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of  Insurance Group

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 9 October 2020 2:10 pm
To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: RE: SURVEY ASSESSMENT - D20004073MFSH/1 // ACCIDENT INVOLVING SHD3039D & SHB8971P ALONG/AT WOODLANDS RING ROAD ON 06/10/2020 *** LKK REF : CC4/FCI20010862/Epa3

Dear Vic

We refer to the above matter.

Liability: 100%

Remark: BOLA 9 applicable. OI TURNING INTO MAIN ROAD

Kindly let us have your approval on liability.

****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: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>
Sent: Friday, 9 October 2020 11:22 AM

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

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

Subject: RE: SURVEY ASSESSMENT - D20004073MFSH/1 // ACCIDENT INVOLVING SHD3039D & SHB8971P ALONG/AT WOODLANDS RING ROAD ON 06/10/2020 *** LKK REF : CC4/FCI20010862/Eda3

Dear Jaslin,

Please find attached IV GIA report as requested.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

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

| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn. No. 195000106C

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

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

Sent: Thursday, 8 October 2020 6:00 pm

To: Vic Alpeh S. Sanghilan <vicsanghilan@msfirstcapital.com.sg>

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

Subject: RE: SURVEY ASSESSMENT - D20004073MFSH/1 // ACCIDENT INVOLVING SHD3039D & SHB8971P ALONG/AT WOODLANDS RING ROAD ON 06/10/2020 *** LKK REF : CC4/FCI20010862/Eda3

YOUR REF: D20004073MFSH

LKK REF: CC4/FCI20010862/Epa3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 8971P on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Meanwhile, kindly provide a copy of your insured's GIA report for our necessary action

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

Sent: Thursday, 8 October 2020 3:15 PM

To: VICSANGHILAN@MSFIRSTCAPITAL.COM.SG

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

Subject: RE: SURVEY ASSESSMENT - D20004073MFSH/1 // ACCIDENT INVOLVING SHD3039D & SHB8971P ALONG/AT WOODLANDS RING ROAD ON 06/10/2020 *** LKK REF : CC4/FCI20010862/Eda3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

We will get back to you on preliminary advice in due course.

Kindly let us have a copy of your insured's GIA report for our necessary action.

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: Thursday, 8 October 2020 2:29 PM

To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>

Cc: VICSANGHILAN@MSFIRSTCAPITAL.COM.SG; Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20004073MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

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: Thursday, 8 October 2020 2:21 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20004073MFSH/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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