

Su Li (LKK Auto)

From: Su Li (LKK Auto)
Sent: Tuesday, 13 October 2020 3:10 PM
To: Merina Chia; Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B LKK REF : CC4/FCI20010996/T1ks3
Attachments: TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf; TP GIA REPORT.PDF

YOUR REF: D20004102MFSH
LKK REF: CC4/FCI20010996/T1ks3

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle SGQ 390B at M/s MOVA AUTOMOTIVE PTE LTD on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

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

Kindly take note that the case handler in-charge is Khanchna.

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Merina Chia [mailto:MerinaChia@msfirstcapital.com.sg]
Sent: Tuesday, 13 October 2020 2:28 PM
To: Nitha
Cc: 'Keong'; Admin A
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B

**WITHOUT PREJUDICE
SAVE AS TO COST**

Dear Nitha,

We refer to the above matter and your email below.

We are agreeable for direct settlement, subjected to repair cost and loss of use/rental advised by our surveyors and settlement without litigation.

Aside to LKK,

Please take note

Thank you.

Best Regards,
Merina Chia (Ms)
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856 | Fax No. : 6507 3849 | Email: merinachia@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of MS&AD Insurance Group

**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.**

*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: Nitha <nitha@mova.com.sg>
Sent: Tuesday, 13 October 2020 9:49 AM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: 'Keong' <keong@mova.com.sg>
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B

Dear Merina,

Kindly refer to the attachment.

Thank you,
Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314

From: Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]
Sent: Tuesday, 13 October 2020 9:26 AM
To: Nitha
Cc: 'Keong'
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B


WITHOUT PREJUDICE
SAVE AS TO COST

Dear Nitha,

Please let us have your repair estimate before we comment on liability.

Thank you.

Best Regards,
Merina Chia (Ms)
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856 | Fax
No. : 6507 3849 | Email: merinachia@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of  Insurance Group

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From: Nitha <nitha@nova.com.sg>
Sent: Tuesday, 13 October 2020 9:35 AM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: 'Keong' <keong@nova.com.sg>
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B

Dear Merina,

Kindly please revert us on the liability, vehicle have surveyed and waiting for repair.
There is ongoing rental vehicle.

Thank you,
Best Regards,
Nitha



From: Nitha [<mailto:nitha@mova.com.sg>]
Sent: Monday, 12 October 2020 4:39 PM
To: 'MERINACHIA@MSFIRSTCAPITAL.COM.SG'
Cc: 'Keong'
Subject: RE: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B

Dear Merina,

Kindly please advise on the liability.

Thank you,
Best Regards,
Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]
Sent: Monday, 12 October 2020 4:06 PM
To: NITHA@MOVA.COM.SG
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; MERINACHIA@MSFIRSTCAPITAL.COM.SG
Subject: SURVEYOR APPOINTED; OUR REF : D20004102MFSH ; YOUR REF: SGQ390B

Dear Sir/Madam

PRI Request For **SGQ390B** Accident Involving **SHC7282X** On 07-10-2020 AT 13:30:00HRS.

Please find below details for your reference

- **Claim number :** D20004102MFSH
- **Insured vehicle number :** SHC7282X
- **Accident date :** 07-10-2020
- **Third-party vehicle number :** SGQ390B
- **Assignment type :** WITHOUT PREJUDICE
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** MERINA CHIA SAN SAN

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