

## Jia Le (LKK Auto)

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**From:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Sent:** Monday, 19 October 2020 2:29 PM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Admin A; Jia Le (LKK Auto)  
**Subject:** RE: SURVEY ASSESSMENT - D20004185MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHA7488E (OI : FCI - D20004185MFSH) and SMR3828K (TP : LKK REF - CC4/FCI20011197/Kda3 ) on 12/10/2020  
**Attachments:** TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf

Dear Jaslin,

Liability unclear.  
We are unable to proceed with express settlement.  
Kindly submit your survey report and invoice to us.

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](mailto:rachelwu@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of  Insurance Group

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*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:** Monday, October 19, 2020 9:48 AM  
**To:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Subject:** RE: SURVEY ASSESSMENT - D20004185MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHA7488E (OI : FCI - D20004185MFSH) and SMR3828K (TP : LKK REF - CC4/FCI20011197/Kda3 ) on 12/10/2020

**YOUR REF: D20004185MFSH**  
**LKK REF: CC4/FCI20011197/Kda3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMR 3828K 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 Accident Video as stated in the 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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 15 October 2020 3:15 PM

**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: SURVEY ASSESSMENT - D20004185MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

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

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Sent:** Thursday, 15 October, 2020 2:34 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG); [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)

**Subject:** PRI: SURVEY ASSESSMENT - D20004185MFSH/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)

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**From:** Jia Le (LKK Auto)  
**Sent:** Tuesday, 20 October 2020 11:19 AM  
**To:** William Teh  
**Cc:** Dennis Deng; Angela Tan; Admin A  
**Subject:** RE: THIRD PARTY CLAIM SMR3828K & SHA7488E ACCIDENT ON 12.10.2020. MSFCIL: D20004185MFSH \*\*\* LKK REF : CC4/FCI20011197/da3

### WITHOUT PREJUDICE

Hi William,

Please be informed that we are unable to proceed with direct settlement due to liability is unclear.

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](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** William Teh [mailto:[william.teh@munichautocare.com.sg](mailto:william.teh@munichautocare.com.sg)]  
**Sent:** Friday, 16 October 2020 9:43 AM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Dennis Deng; Angela Tan; Admin A; Jia Le (LKK Auto)  
**Subject:** RE: THIRD PARTY CLAIM SMR3828K & SHA7488E ACCIDENT ON 12.10.2020. MSFCIL: D20004185MFSH \*\*\* LKK REF : CC4/FCI20011197/da3

Hi Jaslin,

Attachment is the accident video as per request.

Please advise the liability soonest.

Thanks

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Sent:** Thursday, 15 October 2020 4:36 PM  
**To:** William Teh <[william.teh@munichautocare.com.sg](mailto:william.teh@munichautocare.com.sg)>  
**Cc:** Dennis Deng <[dennis.deng@munichautocare.com.sg](mailto:dennis.deng@munichautocare.com.sg)>; Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>  
**Subject:** RE: THIRD PARTY CLAIM SMR3828K & SHA7488E ACCIDENT ON 12.10.2020. MSFCIL: D20004185MFSH \*\*\* LKK REF : CC4/FCI20011197/da3

Dear Sir / Madam,

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

A: SHA 7488E

B: SMR 3828K

New Bridge Road.  
Before Smith Street

## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 12/10/2020 @ about 2220 hrs. I was travelling New Bridge Road Before Smith Street. I was travel on the 2nd lane on the left where B vehicle SMR 3828K from behind hit my rear portion. After the accident we exchange hand phone take photo of the scene. This morning the other party who'd app me want to private settlement. Before i could answer him. Afternoon he ask me to report to company. I also want to state that, this morning i feel my back pain and i consult doctor and get 3 day MC.
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**Please provide us the following and arrange for Survey evidence i.e. video and scene photo**

Please note that for liability, claim negotiation and settlement, please contact **Jia Le**

Our respective case handler will look into the matter and get back to you in due course.

**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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

**From:** William Teh <[william.teh@munichautocare.com.sg](mailto:william.teh@munichautocare.com.sg)>

**Sent:** Wednesday, October 14, 2020 12:28 PM

**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

Cc: Dennis Deng <[dennis.deng@munichautocare.com.sg](mailto:dennis.deng@munichautocare.com.sg)>; Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>  
Subject: THIRD PARTY CLAIM SMR3828K & SHA7488E ACCIDENT ON 12.10.2020

To: First Capital Insurance Ltd Motor Claims Dept. (Arrangement of Surveyor Unit)

**RE: NOTICE TO THIRD PARTY INSURERS TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKINGS DAY PURSUANT TO PARAGRAPH PHOTOCOL FOR NIN-INJURY MOTOR ACCIDENT CLAIMS (NIMA) ACCIDENT INVOLVING SMR3828K & SHA7488E AT NEW BRIDGE ROAD ON 12/10/2020**

We are repairer for BIS MOTORING PTE LTD the owner of vehicle no SMR3828K.

Please be informed that the said vehicle can inspected at the following venue:

Munich Autocare Pte Ltd  
60 Jalan Lam Huat #06-43 Singapore 737869  
Mobile No: 96446630 Email: [william.teh@munichautocare.com.sg](mailto:william.teh@munichautocare.com.sg)

Contact Person: William Teh

**PLEASE ARRANGE OFFICER-IN-CHARGE TO LET US KNOW ASAP IF WE COULD DO DIRECT SETTLEMENT FOR THIS CASE.**

Thank you

**William Teh**

Motor claims advisor

Email: [william.teh@munichautocare.com.sg](mailto:william.teh@munichautocare.com.sg)

Phone: +65 9644 6630

60, Jalan Lam Huat #06-43, Carros Centre, Singapore 737869