

Hsiao Tong (LKKAuto)

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Sent: Tuesday, 5 January 2021 10:36 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Mei Kwan (LKKAuto)
Subject: RE: [SEEK MANDATE] - D20004189MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHA312A (OI : FCI - D20004189MFSH) and XE4515U (TP : LKK REF - CC4/FCI20011201/R1ka3) on 14/10/2020

Dear Hsiao Tong,

Please proceed to negotiate from **\$1,257.45-1,437.45**.

- Loss of use - \$60-\$120 x 3 days

-

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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 3 December 2020 8:12 AM
To: Merina Chia <MerinaChia@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - D20004189MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHA312A (OI : FCI - D20004189MFSH) and XE4515U (TP : LKK REF - CC4/FCI20011201/R1ka3) on 14/10/2020

Your ref : **D20004189MFSH**

Our ref : CC4/FCI20011201/R1pa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHA312A(MS FCI) AND XE4515U(TP) ON 14/10/2020

We refer to the above matter.

This is a 3 vehicles chain collision whereby our insured was the 2nd car. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "**BAN CHOON MOTOR WORKS**" at **\$1,437.45(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 2,011.60	\$ 1,070.00 (\$1,000.00 + 7%GST)
2. Loss of Use (3days x \$120.00)	\$ 360.00	\$ 360.00 (3days x \$120.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 2,379.09	\$ 1,437.45

Surveyor recommended 3 days for repair.

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

Sent: 20 October 2020 10:05 AM

To: MERINACHIA@MSFIRSTCAPITAL.COM.SG

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

Subject: RE: SURVEY ASSESSMENT - D20004189MFSH/1 // EXPRESS SETTLEMENT - Accident Involving SHA312A (OI : FCI - D20004189MFSH) and XE4515U (TP : LKK REF - CC4/FCI20011201/R1ka3) on 14/10/2020

YOUR REF: D20004189MFSH

LKK REF: CC4/FCI20011201/R1ka3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle XE 4515U 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 for our necessary action

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.

****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, 15 October 2020 4:13 PM

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

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

Subject: RE: SURVEY ASSESSMENT - D20004189MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 19/10/2020.

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, 15 October 2020 3:56 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20004189MFSH/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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