

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Monday, 2 November, 2020 12:27 PM
To: Eric Woo; Jia Le (LKK Auto)
Cc: Admin A
Subject: RE: PROPOSAL ON LIABILITY (O/REF: D20004354MFSH) // ACC INV SHA9506Z AND SMG5298J ON 26.10.2020 *** LKK REF: CC4/FCI20011700/R1da3
Attachments: Preliminary Advice.pdf; TP ESTIMATE-MARKED.pdf

YOUR REF: D20004354MFSH
LKK REF: CC4/FCI20011700/R1da3

Dear Eric,,

We refer to the above matter.

We have inspected TP vehicle SMG 5298J on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Accident scene photo

Please take note that the case handler in-charge Jia Le and she can be contacted at DID: 6841 2157.

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

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

-----Original Message-----

From: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Wednesday, 28 October, 2020 10:32 AM

To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: PROPOSAL ON LIABILITY (O/REF: D20004354MFSH) // ACC INV SHA9506Z AND SMG5298J ON 26.10.2020 *** LKK REF: CC4/FCI20011700/da3

Without Prejudice

Dear Jia Le,

We are agreeable with Express Settlement.

Thank you.

Eric Woo

Motor Claim Department

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

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail

-----Original Message-----

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Wednesday, October 28, 2020 10:21 AM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: PROPOSAL ON LIABILITY (O/REF: D20004354MFSH) // ACC INV SHA9506Z AND SMG5298J ON 26.10.2020 *** LKK REF: CC4/FCI20011700/da3

Claim No: D20004354MFSH

LKK Ref: CC4/FCI20011700/da3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHA 9506Z AND SMG 5298J ON 26/10/2020

We refer to the above matter.

Liability: 100%

Remarks: Insured driver rear ended third party.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Eric Woo [mailto:EricWoo@msfirstcapital.com.sg]

Sent: Tuesday, 27 October 2020 5:23 PM

To: Mei Kwan (LKKAuto)

Cc: Jia Le (LKK Auto); Admin A

Subject: RE: NEW ASSIGNMENT (O/REF: D20004354MFSH) // ACC INV SHA9506Z AND SMG5298J ON 26.10.2020 *** LKK REF: CC4/FCI20011700/da3

Without Prejudice

Dear Mei Kwan,

Attached OI GIA for your reference.

Thank you.

Eric Woo
Motor Claim Department

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

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.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail

-----Original Message-----

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

Sent: Tuesday, October 27, 2020 5:12 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

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

Subject: RE: NEW ASSIGNMENT (O/REF: D20004354MFSH) // ACC INV SHA9506Z AND SMG5298J ON 26.10.2020 ***
LKK REF: CC4/FCI20011700/da3

YOUR REF: D20004354MFSH

LKK REF: CC4/FCI20011700/da3

Dear Sir / Madam,

We refer to the above matter.

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.

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

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

-----Original Message-----

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

Sent: Tuesday, 27 October, 2020 3:51 PM

To: 'Aini Binte' <Aini@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Eric Woo' <EricWoo@msfirstcapital.com.sg>

Subject: RE: NEW ASSIGNMENT (O/REF: D20004354MFSH)

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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Aini Binte <Aini@msfirstcapital.com.sg>

Sent: Tuesday, 27 October, 2020 3:41 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: ivanteo@honda.com.sg; Eric Woo <EricWoo@msfirstcapital.com.sg>

Subject: NEW ASSIGNMENT (O/REF: D20004354MFSH)

Dear Sirs

New survey assignment for your handling.

Thanks & Regards

Aini

Motor Claims Department

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

Fax: 6507 3849 | Company Reg. No. 195000106C

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.

Please refer to www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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.

-----Original Message-----

From: support@msfirstcapital.com.sg <support@msfirstcapital.com.sg>
Sent: Tuesday, October 27, 2020 2:30 PM
To: Aini Binte <Aini@msfirstcapital.com.sg>
Subject: MT00014600 is Approved

Insured Vehicle No : SHA9506Z
TP Vehicle No : SMG5298J
Claim No : D20004354MFSH
Workshop Name : KAH MOTOR CO SDN BHD
Our Surveyor : LKK AUTO CONSULTANTS PTE LTD
Instructions : Direct Settlement

Created By : AINI
Verified By : ERICWOO
Approved By : ERICWOO

This is a computer generated mail. Do not reply to this mail.