

RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Eric Woo <EricWoo@msfirstcapital.com.sg>

Tue 3/30/2021 10:10 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Merina Chia <MerinaChia@msfirstcapital.com.sg>

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

Dear Jaslin,

As spoken, please let us have your survey report and survey fee.

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

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

Sent: Monday, March 29, 2021 11:45 AM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>; Eric Woo <EricWoo@msfirstcapital.com.sg>

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

Subject: Re: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Merina / Eric

We refer to the above matter.

Liability:50% (BOLA24B)

Kindly let us have your approval / instructions.

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

Sent: Tuesday, January 26, 2021 10:14 AM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

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

Subject: Re: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Merina

We refer to the above matter.

Liability:50% (BOLA24B)

Kindly let us have your approval / instructions.

From: Merina Chia <MerinaChia@msfirstcapital.com.sg>

Sent: Monday, January 4, 2021 11:57 AM

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

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

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Jaslin,

Please find attached the video footage as requested.

This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party.

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

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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.

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

Sent: Friday, 18 December 2020 3:19 PM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

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

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Merina

Kindly advice if insured has forward a copy of video footage?

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

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: Wednesday, 2 December 2020 10:18 AM

To: MERINACHIA@MSFIRSTCAPITAL.COM.SG

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

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Merina

Kindly advice if insured has forward a copy of video footage?

Thank you.

Best Regards,

Jaslin Kok | Case Handler

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: Jia Le (LKK Auto)

Sent: Thursday, 19 November 2020 4:58 PM

To: 'Merina Chia'

Cc: Admin A

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Merina,

Enclosed herewith the scene photos provided by TP for your reference.

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 | fax: 6741-4108

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

From: Merina Chia [<mailto:MerinaChia@msfirstcapital.com.sg>]

Sent: Wednesday, 11 November 2020 11:54 AM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - D20004454MFSH) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Jia Le,

We are pending our insured to forward us the video footage and we will let you know when we receive.

Meanwhile, please check with workshop if they have any video footage.

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

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

Sent: Wednesday, 4 November 2020 1:25 PM

To: Merina Chia <MerinaChia@msfirstcapital.com.sg>

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

Subject: RE: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - TBA) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

Dear Merina,

Kindly assist to forward a copy of insured video footage for our viewing.

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 | fax: 6741-4108

From: Su Li (LKK Auto)

Sent: Monday, 2 November 2020 10:24 AM

To: Motor Claims

Cc: Admin A; Jia Le (LKK Auto)

Subject: EXPRESS SETTLEMENT VIA LKK - Accident Involving SHA 771H (OI : FCI - TBA) and SLN 9527Y (TP : LKK REF - CC6/FCI20011887/ds3) on 30/10/2020

YOUR REF: TBA

LKK REF: CC6/FCI20011887/ds3

Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s LIM YEW BOO SPRAY PAINT CO and TP repairer proposed for EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Jia Le.

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)