

Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

Biz Reg. No. 53103069E
GST No. M20098505-2

LETTER OF DEMAND

Your Ref: D20004152NAF&H/CTPL
Our Ref: SMT202P

To: Ms Jini Capital

Dear Sirs,

ACCIDENT INVOLVING SMT202P & SMD 6928Z ON 14/09/2021

We are claiming on behalf of our client ZAN LI KONG MAN owner of

vehicle number SMT202P involved in accident on SMD 6928Z

with vehicle SMD 6928Z along/at 716A Tampines St 71 # MSCP.

Description of claims:

Cost of Repairs \$ 2907.19 (Incl 7% GST)

Loss of Use/Rental \$ 120 X 3 Days = \$ 360

Medical Fee \$ - (Incl 7% GST)

Search Fee \$ 7.45 (Incl 7% GST)

TOTAL \$ 3274.64

We are claiming in full and final settlement of \$ 3274.64 payable to Volkswagen Centre Singapore.

Kindly send us a written acknowledgement within 14 days from receipt of this document. Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to meiy.wong@vw.com.sg

Dated this _____ of 12/10/2021

Volkswagen Centre Singapore



LETTER OF AUTHORITY

ACCIDENT INVOLVING SM720MP and JMD 6978E on 14/09/2011
along 716 Tampines SRT # MSCP 5771 MSCP
Own vehicle's number Other vehicle's number Date of accident
Accident location

Biz Reg. No. 53103069E
GST No. M20098505-2

BY THE LETTER OF AUTHORITY, I/we, Yan Li Peng, Alan
of S XXXX 2839 Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SM720MP Own vehicle's number hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**
(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in * my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number P230809 taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Group Singapore Pte Ltd** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 14 of the month 11 Year 2011

Signed & Delivered By: [Signature]

Policy Holder

Witness By: [Signature]

DISCHARGE RECEIPT

CLAIM REFERENCE : D20004152MFSH
ACCIDENT DATE : 14/09/2020
ACCIDENT LOCATION : 716A TAMPINES ST 71 # MSCP
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : A AZIZ B ABU
INSURED VEHICLE : SHD 6978Z
INVOLVED PARTY : SMT 2022P
SETTLEMENT SUM : \$3,235.64

Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

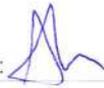
I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,
2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT : **TAN LI RONG ALAN**

Signature and Date :

 17/03/2021

WITNESS :

Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 3643
Email: meiy.wong@vw.com.sg

Signature and Date :

 17/03/2021

ŠKODA Centre Singapore

26 Leng Kee Rd
Singapore 159104
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Tax invoice

Page 1/2

Document no. 12033022762
Document date 26-11-2020
Customer no. 5211041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2020030579/ 1
Job order date 13-11-2020
Service Advisor TIOW CHUAN CHEE

Company
MS
FIRSTCAPITAL INSURANCE
6 RAFFKES QUAY
#21-00
Singapore 048580

Customer Details:
Mr
TAN
LI RONG, ALAN
(CHEN LIRONG, ALAN)
BLK 709 TAMPINES ST 71
#10-118
SINGAPORE 520709

License plate SMT2022P	Model code NS73KCP3	First registration 28-02-2020	VIN TMBKC7NSXL8506329	Model Kodiaq Amb Plus 1.4 I TSI 110kW -WC MY20	Mileage 12,039
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
565807061 9B9	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
565854732 9B9	Front Spoil	1	pcs.	425.00	#1	425.00	454.75
	Trim For W	1	pcs.	172.00	#1	172.00	184.04
	RHF WHEEL ARCH LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	MS FIRST CAPITAL DIRECT SETTLEMENT DOA : 14/09/2020 TP VEH : SHD6978Z SURVEY BY : LKK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	2,237.00	7%	190.19	2,717.00	2,907.19
Total	480.00	2,237.00		190.19	2,717.00	2,907.19

Customer

12/01/2021



Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

-----VISIT OUR WEBSITE: aftersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (for additional services, products and promotions).-----

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

ŠKODA Centre Singapore

26 Leng Kee Rd
Singapore 159104
Biz. Reg. No.: 199101494Z
GST No.: M200985052



ŠKODA

Commercial
Vehicles

Tax invoice

Page	2/2
Document no.	12033022762
Document date	26-11-2020
Customer no.	5211041856
Customer GST-ID	195000106C
Dealer	30001
Job order number	2020030579/ 1
Job order date	13-11-2020
Service Advisor	TIOW CHUAN CHEE

Company
MS
FIRSTCAPITAL INSURANCE
6 RAFFKES QUAY
#21-00
Singapore 048580

Customer Details:
Mr
TAN
LI RONG, ALAN
(CHEN LIRONG, ALAN)
BLK 709 TAMPINES ST 71
#10-118
SINGAPORE 520709

License plate	Model code	First registration	VIN	Model	Mileage
SMT2022P	NS73KCP3	28-02-2020	TMBKC7NSXL8506329	Kodiaq Amb Plus 1.4 I TSI 110kW -WC MY20	12,039

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.



Automotive Pte Ltd

Website: www.mova.com.sg
Co. Reg. No.: 198904033G
GST Reg. No.: M2-0088864-2

Main Office: Mova Building, No. 22, Jalan Kilang, Singapore 159419
Tel: (65) 6476 3333 Fax: (65) 6271 5891

Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792
Tel: (65) 6262 3377 Fax: (65) 6264 3151

Workshop Dept: Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722
Tel: (65) 6272 3892 Fax: (65) 6270 8314
24 Hours Breakdown Service: (65) 9799 8888

Mr **TAN LI RONG ALAN**
BLK 709 TAMPINES ST 71
#10-118
Singapore 520709
Tel: 98913233

Tax Invoice

Inv No. : RKL120110169

Date : 24 Nov 2020

Ref : B16108

Currency : SGD

Terms : COD

RA No. : RKL20110096

Veh No. : SKQ8473X

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 24/11/2020 to 27/11/2020 SKODA OCTAVIA : SMQ1214A DRIVEN BY : TAN LI RONG, ALAN YOUR REF : VW-ALEX-SMT2022P	3.00	DAY	112.15	336.45

Remarks:

VW-ALEX-SMT2022P

This is a computer generated document. No signature is required.
Cheque should be crossed and made payable to Mova Automotive Pte Ltd.
Bank Transfer - OCBC Bank Account Name: Mova Automotive Pte Ltd. /
Account No.: 524-067097-001

Subtotal : S\$ 336.45
GST 7.0% : S\$ 23.55
Total : S\$ 360.00
Paid : S\$ 360.00
Outstanding : S\$ 0.00



Automotive Pte Ltd

Website: www.mova.com.sg
Co. Reg. No.: 198904033G
GST Reg. No.: M2-0088864-2

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Tel: (65) 6272 3892 Fax: (65) 6270 8314

24 Hours Breakdown Service: (65) 9799 8888

RECEIVED 27 NOV 2020

RA Number: RKLR20110096 ✓

Rental Details

Vehicle Make/Model : SKODA OCTAVIA 1.4 AMBITION TSI (A)

Vehicle No. : SMQ1214A

Date/Time Out ✓ : 24 Nov 2020 | 0943

Date/Time In ✓ : 27 Nov 2020 | 0943

Hirer

Name : TAN LI RONG ALAN
Address : BLK 709 TAMPINES ST 71 #10-118 Singapore 520709

Named Driver

Name : TAN LI RONG ALAN
Address : BLK 709 TAMPINES ST 71 #10-118 Singapore 520709

Identity Card No : S8424283G

Date of Birth : 20/08/1984

Driving License :

Date of Issue : 11/04/2006

Country of Issue :

Tel : 98913233

Nationality : SINGAPOREAN

Expiry Date :

Additional Driver

Name :

Address :

Identity Card No :

Date of Birth :

Driving License :

Date of Issue :

Country of Issue :

Tel :

Nationality :

Expiry Date :

Excess Amount

Singapore : \$ 2,500.00 / Accident
Malaysia : \$ 3,500.00 / Accident
3 years accidents : NO

Rental Charges

Months @ \$: Per Month
Weeks @ \$: Per Week
3 Days @ \$: 112.15 Per Day
Hours @ \$: Per Hour

Sub-Total(1) : \$ 336.45
GST @ 7.00% : \$ 23.55
Total Charges : \$ 360.00

Pre-Payment

Downpayment and Deposit : \$ 0.00
Sales-In Charge : Michelle Lee

Remarks

Collection/Delivery Information

Collection : delivery
Collection Date : 24/11/2020 09:45
Site Contact :
Site Location : VW BODY AND PAINT

I fully understand and agree to the terms and condition set out in the Rental Agreement. Any information provided by me in connection to this agreement is true.

Hirer's Signatory / Company stamp

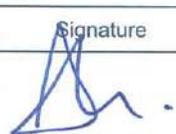
Authorised Signatory

Date & Time

Website: www.mova.com.sg
 Co. Reg. No.: 198904033G

 Main Office: No. 22 Jalan Kilang, Singapore 159419
 Bukit Merah Branch:
 Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122
 Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792
 Tel: (65) 6476 3333 Fax: (65) 6270 8314
 24 Hours Breakdown Service: (65) 9799 8888
 Bedok Branch: 219 Bedok Central #01-138, Singapore 460219
 Tel: (65) 6604 7877

RA NO. : B 16108

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	Skoda Octavia	Vehicle No: 3M Q 124A	Singapore	Malaysia	Signature
Date/Time Out:	24/11/20	945 am	S\$ 2500.00 Per Accident	S\$ 2500.00 Per Accident	
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F				
Date/ Time In:	25/11/20	1526 pm	Charges		
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Months @\$	Per Month	
Change Over 1: SKQ 8473X	Date: 25/11/20	Initial: 27/11/20	Weeks @\$	Per Week	
Change Over 2:	Date:	Initial:	3 Days @\$112.15	Per Day	\$336.45
KM Out: 11660	KM In: 11848		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	Tan Li Rong - Alan		Rental Charges		
Address:	Blk 709 Tampines St 71 #10-118 S 520709)		CDW @\$	per day / week / month	
Identity Card No:	S8424283G		PAI @\$	per day / week / month	
Date of Birth:	20 Aug 1984		Petrol Top-Up		
Driving License:	C8424283G		Misc Charges		
Country of Issue:	SG		GST		\$23.55
Tel:	(HP) 98913235	(O)	Total		
Nationality:	SG				
Effective Date:	11 April 2006		Pre-Payment		
Additional Hirer			Downpayment and Deposit		
Name:			Amount Refunded/ Due		
Address:			Signature of Refund		
Identity Card No:			Remarks: Pearlyn		
Date of Birth:			VW-ALX-SMT 2022P		
Driving License:			Invoice No:	Ref. No:	
Country of Issue:			Checked Out By:	Checked In By:	Checked By:
Tel:	(HP)	(O)	Sales-In Charge: Michelle		
Nationality:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
Effective Date:					

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date & Time

IMPORTANT

1. Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
2. All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
3. In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
4. The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
5. All traffic infringements and summons (if any) are the responsibility of the Hirer.

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 22 Oct 2020 / 13:13:02

Receipt Date/Time : 22 Oct 2020 / 13:13:02

Tax Invoice/Receipt

Receipt No. : ITNET-00000-201022-001705

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHD6978Z				
As at 14 Sep 2020/02:00:00				
Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHD6978Z Enquiry Fee 20201022131102136629	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	430092XXXXXX9738	eNETS Credit Card		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Asher Sng (LKKAuto)

From: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Sent: Friday, 19 February 2021 4:28 PM
To: Asher Sng (LKKAuto)
Cc: Admin A
Subject: RE: [MANDATE REQUEST] RE: SURVEY ASSESSMENT - D20004152MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHD6978Z AND SMT2022P ON 14.09.2020 ***
LKK REF: CC4/FCI20012047/R1ea3
Attachments: LKK Inspection.pdf; TP LOD.pdf; LKK Resurvey Photo.pdf; LKK Survey Photo.pdf; LKK Adjustment.pdf
Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher,

Please offer as per below:

COR : \$2,907.19

LOR : \$321.00 (\$100 x 03 days + 7% GST)

LTA fee : \$7.45

Total : \$3,235.64

- Kindly request third party to complete the rental agreement before issuing any offer. > The bottom signature/company stamp part is not completed.
- And send us a copy for our record.

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 | Company Regn. No. 195000106C
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.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, February 19, 2021 3:59 PM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: SURVEY ASSESSMENT - D20004152MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHD6978Z AND SMT2022P ON 14.09.2020 *** LKK REF: CC4/FCI20012047/R1ea3

Your ref : **D20004152MFSH**

Our ref : CC4/FCI20012047/R1ea3q2

Dear Sirs,

ACCIDENT INVOLVING SHD 6978Z (OI) AND SMT 2022P (TP) ON 14/09/2020

We refer to the above matter.

The accident occurred when our insured hit third party parked vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We seek your approval to offer repairer " **VOLKSWAGEN CENTRE SINGAPORE** " at **\$ 3,235.64 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 12,120.53	\$ 2,907.19
2. Loss of Rental (3days x \$112.15)(w/GST)	\$ 360.00	\$ 321.00 (3days x \$100)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 12,487.98	<u>\$ 3,235.64</u>

Type text here

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, 12 January 2021 11:39 AM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: Re: SURVEY ASSESSMENT - D20004152MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHD6978Z AND SMT2022P ON 14.09.2020 *** LKK REF: CC4/FCI20012047/R1ea3

Hi Rachel,

Content noted, we will prepare our report and seek approval in due course.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Sent: Tuesday, January 12, 2021 10:59 AM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20004152MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHD6978Z AND SMT2022P ON 14.09.2020 *** LKK REF: CC4/FCI20012047/R1ea3

Dear Mei Kwan,

Please refer to the attached email fyn. Third party had sent LOD over. Kindly prepare claimnote for approval.

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 | Company Regn. No. 195000106C

A Member of **MS&AD** 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.

From: Rachel Wu

Sent: Friday, November 27, 2020 11:12 AM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20004152MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHD6978Z AND SMT2022P ON 14.09.2020 *** LKK REF: CC4/FCI20012047/R1ea3

Dear Mei Kwan,

Please proceed with express settlement.

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 |Company Regn. No. 195000106C
A Member of **MS&AD** Insurance Group

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

Sent: Wednesday, November 25, 2020 4:17 PM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D20004152MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHD6978Z AND SMT2022P ON 14.09.2020 *** LKK REF: CC4/FCI20012047/R1ea3

Dear Rachel,

We refer to the above matter.

We had inspected TP vehicle SMT 2022P on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 4 November, 2020 9:23 AM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: RACHELWU@MSFIRSTCAPITAL.COM.SG
Subject: RE: SURVEY ASSESSMENT - D20004152MFSH/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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>
Sent: Wednesday, 4 November, 2020 8:33 AM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; RACHELWU@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D20004152MFSH/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.