

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Wednesday, 11 November 2020 3:53 PM
To: Eileen Lee
Cc: Bryan Ang (LKKAuto); Celine Fong (LKKAuto); SUR; Mary Nelson; Frauline Khoo; Rachel Wu
Subject: RE: HPL Private - Car Accident - SCQ321Z [FC REF.: D20004526MFPC/PTE/OD/FK]

Dear Eileen,

Sorry I saw the excess already

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Wednesday, 11 November 2020 3:51 PM
To: Eileen Lee <EileenLee@msfirstcapital.com.sg>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>; Mary Nelson <marynelson@msfirstcapital.com.sg>; Frauline Khoo <FraulineKhoo@msfirstcapital.com.sg>; Rachel Wu <RachelWu@msfirstcapital.com.sg>
Subject: RE: HPL Private - Car Accident - SCQ321Z [FC REF.: D20004526MFPC/PTE/OD/FK]

Dear Eileen,

Thank you for your authorization.

Any excess applicable?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Eileen Lee <EileenLee@msfirstcapital.com.sg>
Sent: Wednesday, 11 November 2020 3:36 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>; Mary Nelson <marynelson@msfirstcapital.com.sg>; Frauline Khoo <FraulineKhoo@msfirstcapital.com.sg>; Rachel Wu <RachelWu@msfirstcapital.com.sg>
Subject: FW: HPL Private - Car Accident - SCQ321Z [FC REF.: D20004526MFPC/PTE/OD/FK]

Dear Denise,

Thank you for your call.

We are agreeable to COR up to \$4,400.00, before taxes if applicable, up to 6 days for part by part repairs.

Workshop Estimate Amount	: S\$	<u>7,250.50</u>
Revised Estimate Amount	: S\$	<u>3,688.26</u>
"Check" Items Amount	: S\$	<u>710.19</u>
Market Value	: S\$	<u>88,000.00</u>
LTA Reimbursement Value	: S\$	<u>66,265.00</u>
Nett Value	: S\$	<u>21,735.00</u>

Please proceed for repairs.

***** POLICY EXCESS SECTION I (OD CLAIM) AT SGD750.00.**

Thank You.

Regards,
Eileen Lee (Ms)
Motor Claims Dept.



Email address

eileenlee@msfirstcapital.com.sg

Motor Claims E-mail : motorclaims@msfirstcapital.com.sg

Website: <http://www.msfirstcapital.com.sg>

MS First Capital Insurance Ltd | 36 Robinson Rd #16-01 City House Singapore 068877 | TEL : 6507 3848 |
Fax No. : 6507 3849 | Company Regn. No. 195000106C

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, November 11, 2020 3:26 PM

To: Eileen Lee <EileenLee@msfirstcapital.com.sg>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>; Mary Nelson <marynelson@msfirstcapital.com.sg>

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Eileen,

As spoken,

Enclosed photograph.

Please let us have your approval.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 11 November 2020 3:11 PM

To: Eileen Lee <EileenLee@msfirstcapital.com.sg>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>; marynelson@msfirstcapital.com.sg

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Eileen,

Any updates on the authorization

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Tuesday, 10 November 2020 4:05 PM

To: Eileen Lee <EileenLee@msfirstcapital.com.sg>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR <sur@lkkauto.com>; marynelson@msfirstcapital.com.sg

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Sir/Madam,

Re-attached preliminary revised

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Tuesday, 10 November 2020 3:51 PM

To: Eileen Lee <EileenLee@msfirstcapital.com.sg>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>; SUR

<sur@lkkauto.com>; marynelson@msfirstcapital.com.sg

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Sir/Madam,

Enclosed preliminary revised of vehicle **SCQ 321Z**

Number of days (estimated) : 6 days

Pending some part price

Repair on part by part

Please let us have your approval

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Monday, 9 November 2020 1:11 PM

To: Lee, Alex <Alex.Lee@marsh.com>; eileenlee@msfirstcapital.com.sg; marynelson@msfirstcapital.com.sg; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Paranjothy, Michael <Michael.Paranjothy@marsh.com>

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Alex,

Thank you for the assignment.

We will arrange accordingly.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Lee, Alex <Alex.Lee@marsh.com>

Sent: Monday, 9 November 2020 11:53 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; eileenlee@msfirstcapital.com.sg; marynelson@msfirstcapital.com.sg; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Paranjothy, Michael <Michael.Paranjothy@marsh.com>

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Celine

Please refer to attach email from Insured, which his workshop is waiting for surveyor to contact them.

Kindly assist on urgent basis.

Thank you.

Regards

Alex Lee, Marsh Global Claims Practice

Marsh (Singapore) Pte Ltd | 8 Marina View #09-02 Asia Square Tower 1, Singapore 018960

DID: +65 6500 2758 | M +65 8200 2069 | F +65 6333 8380 | alex.lee@marsh.com

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From: Lee, Alex <Alex.Lee@marsh.com>

Sent: Wednesday, November 4, 2020 11:35 AM

To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; eileenlee@msfirstcapital.com.sg;

marynelson@msfirstcapital.com.sg; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: Paranjothy, Michael <Michael.Paranjothy@marsh.com>

Subject: Re: HPL Private - Car Accident - SCQ321Z

Dear Celine

Thank you for your cal and email.

I checked with my servicer again and looks like there is some typo error.

The number is [9672 3472](tel:96723472)

Kindly assist and let me have the update.

Thank you so much for your help.

Regards

Alex Lee, Marsh Global Claims Practice

Marsh (Singapore) Pte Ltd | 8 Marina View #09-02 Asia Square Tower 1, Singapore 018960

DID: +65 6500 2758 | M +65 8200 2069 | F +65 6333 8380 | alex.lee@marsh.com

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From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Sent: Wednesday, November 4, 2020 11:32 AM

To: Lee, Alex; eileenlee@msfirstcapital.com.sg; marynelson@msfirstcapital.com.sg; Bryan Ang (LKKAUTO)

Cc: Paranjothy, Michael

Subject: RE: HPL Private - Car Accident - SCQ321Z

Dear Alex,

Please assist to confirm the contact number again. We have called Mr Seng at 9672 3427 but was informed no such person.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Lee, Alex <Alex.Lee@marsh.com>

Sent: Wednesday, 4 November 2020 9:53 AM

To: eileenlee@msfirstcapital.com.sg; marynelson@msfirstcapital.com.sg; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Paranjothy, Michael <Michael.Paranjothy@marsh.com>

Subject: Re: HPL Private - Car Accident - SCQ321Z

Dear Bryan

I spoke to Mary (MSFCI) just now and we would like to assign this tasks to your office too.

Kindly assist to assign a surveyor and contact Mr Seng to conduct the survey/report taking today 11.30am at his office location stated below.

Please acknowledge my email.

Thank you.

Regards

Alex Lee, Marsh Global Claims Practice

Marsh (Singapore) Pte Ltd | 8 Marina View #09-02 Asia Square Tower 1, Singapore 018960

DID: +65 6500 2758 | M +65 8200 2069 | F +65 6333 8380 | alex.lee@marsh.com

www.marsh.com | Follow Marsh on Twitter | LinkedIn | Facebook | YouTube

From: Lee, Alex <Alex.Lee@marsh.com>

Sent: Wednesday, November 4, 2020 9:44:23 AM

To: eileenlee@msfirstcapital.com.sg <eileenlee@msfirstcapital.com.sg>; marynelson@msfirstcapital.com.sg <marynelson@msfirstcapital.com.sg>

Cc: Paranjothy, Michael <Michael.Paranjothy@marsh.com>

Subject: Re: HPL Private - Car Accident - SCQ321Z

Dear Mary

I called Eileen DID just now and was told that she is on leave.

Please refer to below emails and seek your urgent assistance please.

Thank you.

Regards

Alex Lee, Marsh Global Claims Practice

Marsh (Singapore) Pte Ltd | 8 Marina View #09-02 Asia Square Tower 1, Singapore 018960

DID: +65 6500 2758 | M +65 8200 2069 | F +65 6333 8380 | alex.lee@marsh.com

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From: Lee, Alex <Alex.Lee@marsh.com>

Sent: Tuesday, November 3, 2020 11:06:42 PM

To: eileenlee@msfirstcapital.com.sg <eileenlee@msfirstcapital.com.sg>

Cc: Paranjothy, Michael <Michael.Paranjothy@marsh.com>

Subject: Re: HPL Private - Car Accident - SCQ321Z

Dear Eileen

We refer to the above matter.

One of the HPL senior management, Mr Seng met with an accident just now.

Please refer to my colleagues email below for contact details and survey site.

Appreciate that you can assist to assign to LKK to assist Mr Seng with the accident reporting and survey of his vehicle.

Thank you for your assistance always especially for the extra prompt assistance rendered to the HPL Group personnel.

I await your confirmation on the appointment of the surveyor.

Have a restful night.

Regards

Alex Lee, Marsh Global Claims Practice

Marsh (Singapore) Pte Ltd | 8 Marina View #09-02 Asia Square Tower 1, Singapore 018960

DID: +65 6500 2758 | M +65 8200 2069 | F +65 6333 8380 | alex.lee@marsh.com

www.marsh.com | Follow Marsh on Twitter | LinkedIn | Facebook | YouTube

From: Low, Xin Yi <XinYi.Low@marsh.com>

Sent: Tuesday, November 3, 2020 9:48:30 PM

To: Lee, Alex <Alex.Lee@marsh.com>

Cc: Mendi, Sandjaja <Sandjaja.Mendi@marsh.com>; Tan, Audrey <Audrey.Tan@marsh.com>

Subject: HPL Private - Car Accident - SCQ321Z

Dear Alex,

We have been informed that Mr Seng (one of the decision maker) was involved in an accident a while ago, when an unknown vehicle collided into his vehicle (SCQ321Z).

Kindly arrange for surveyor to contact Mr Seng at 9672 3427 to inspect the damage tomorrow around 11.30am at the following address:

50 Cuscaden Road
Basement HPL
Singapore 249724

Please give the matter priority. Mr Seng will lodge a police report for motor accident tomorrow. Thank you.

Best Regards,

Low Xin Yi | Corporate Risk Services

Marsh (Singapore) Pte Ltd | 8 Marina View #09-02 Asia Square Tower 1 Singapore 018960

DID: (65) 6411 9652 | F: +65 6333 6511 e: XinYi.low@marsh.com | w: www.marsh.com |
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