

RE: NEW SURVEY ASSIGNMENT - SLE4832X OUR REF: D20004600MFSH - TPD 1 \*\*\* LKK REF: CC4/FCI20012411/Kea3

Kaitlyn Chio <kaitlyn.chio@ow.sg>

Tue 11/24/2020 3:45 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Lily Loi <lily.loi@ow.sg>; Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Admin A <admin-a@lkkauto.com>

Dear Asher,

We would like to withdraw this claim from our end.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//ERKZ** PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 150143 Tel: (+65) 6472 1313 Fax: (+65) 6472 2112  
Branch: 9A Serangoon North Ave 5 Singapore 554500 Tel: (+65) 6481 0010 Fax: (+65) 6481 1003  
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047 Tel: (+65) 6481 1522 Fax: (+65) 6481 1011

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

**Sent:** Thursday, 12 November 2020 3:11 PM

**To:** Kaitlyn Chio <kaitlyn.chio@ow.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Cc:** Lily Loi <lily.loi@ow.sg>; Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Admin A <admin-a@lkkauto.com>

**Subject:** Re: NEW SURVEY ASSIGNMENT - SLE4832X OUR REF: D20004600MFSH - TPD 1 \*\*\* LKK REF: CC4/FCI20012411/Kea3

**'WITHOUT PREJUDICE'**

**SAVE AS TO CO"**

Hi Lily,

We refer to our tele-conversation Enclosed the scene photo for your necessary action.



Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto: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.*

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Sent:** Thursday, November 12, 2020 2:48 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: NEW SURVEY ASSIGNMENT - SLE4832X OUR REF: D20004600MFSH - TPD 1 \*\*\* LKK REF: CC4/FCI20012411/Kea3

Dear Asher,

Would like to check the liability for this case.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011



Head Office: 6 Kung Chong Road Singapore 150143  
 Branch: 9A Sarangoon North Ave 5 Singapore 554500  
 Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

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 Tel: (+65) 6484 0010 Fax: (+65) 6481 1003  
 Tel: (+65) 6481 1522 Fax: (+65) 6481 1011

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, 12 November 2020 1:52 PM

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

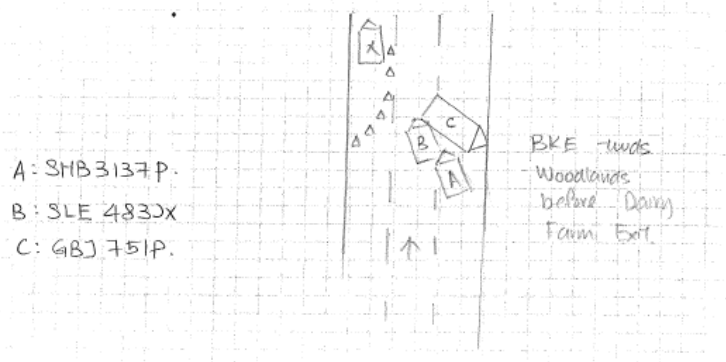
**Subject:** RE: NEW SURVEY ASSIGNMENT - SLE4832X OUR REF: D20004600MFSH - TPD 1 \*\*\* LKK REF: CC4/FCI20012411/Kea3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

**SKETCH PLAN**



**Please provide us the following.**

- evidence i.e. video and scene photo.
- PIR result (if any)

Please note that for liability, claim negotiation and settlement, please contact **Asher via email**.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Sent:** Tuesday, November 10, 2020 9:22 AM

**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** PRI - SLE4832X CLAIMING AGAINST SHB3137P (FIRST CAPITAL), DOA: 08/11/2020

Dear Motor Claims Department,

Please arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.  
 Vehicle is in.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

12/18/2020

Mail - Asher Sng (LKKAuto) - Outlook



**Head Office:** 6 Kung Chong Road Singapore 150143  
**Branch:** 9A Serangoon North Ave 5 Singapore 554500  
**Branch:** Blk 10 Ang Mo Kio Ind Park 2A 201-05 Singapore 568047

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**Re: SURVEY ASSESSMENT - D20004600MFSH/1 \*\*\* LKK REF: CC4/FCI20012411/Kea3 // ACC INC SHB3137P AND SLE4832X ON 08/11/2020**

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

Fri 12/18/2020 3:26 PM

To: Eric Woo <ERICWOO@MSFIRSTCAPITAL.COM.SG>

 1 attachments (2 MB)

NEW SURVEY ASSIGNMENT - SLE4832X OUR REF: D20004600MFSH - TPD 1 \*\*\* LKK REF: CC4/FCI20012411/Kea3 ;

Hi Eric,

We refer to the above matter.

Third party have informed that the claimant has withdrawn claim from their workshop.

We will process to prepare and submit our wp report.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto: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.

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

**Sent:** Wednesday, November 18, 2020 6:02 PM

**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

**Subject:** RE: SURVEY ASSESSMENT - D20004600MFSH/1 \*\*\* LKK REF: CC4/FCI20012411/Kea3 // ACC INC SHB3137P AND SLE4832X ON 08/11/2020

Dear Eric,

Noted with thanks.

We will submit report once finalized with TP wksp.

**Hi Asher,**

**FYNA please.**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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**

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

**Sent:** Wednesday, 18 November, 2020 5:35 PM

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

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

**Subject:** RE: SURVEY ASSESSMENT - D20004600MFSH/1 \*\*\* LKK REF: CC4/FCI20012411/Kea3 // ACC INC SHB3137P AND SLE4832X ON 08/11/2020

Without Prejudice

Dear Mei Kwan,

Liability is unclear and therefore, we are unable to proceed 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](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848

**A Member of MS&AD Insurance Group**

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, November 12, 2020 12:13 PM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

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

**Subject:** RE: SURVEY ASSESSMENT - D20004600MFSH/1 \*\*\* LKK REF: CC4/FCI20012411/Kea3 // ACC INC SHB3137P AND SLE4832X ON 08/11/2020



Dear Eric,

We refer to the above matter.

We have inspected third party vehicle SLE 4832X at M/s Optima Werkz Pte Ltd on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly assist to obtain copy of the OI video footage for our necessary action.

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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---

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

**Sent:** Wednesday, 11 November, 2020 12:09 PM

**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** [ERICWOO@MSFIRSTCAPITAL.COM.SG](mailto:ERICWOO@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: SURVEY ASSESSMENT - D20004600MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,

Summer Lee | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Sent:** Wednesday, 11 November, 2020 12:03 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);

[ERICWOO@MSFIRSTCAPITAL.COM.SG](mailto:ERICWOO@MSFIRSTCAPITAL.COM.SG)

**Subject:** PRI: SURVEY ASSESSMENT - D20004600MFSH/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.**