

RE: SURVEY ASSESSMENT - D20004669MFSH/1 // EXPRESS SETTLEMENT

Rachel Wu <RachelWu@msfirstcapital.com.sg>

Fri 11/27/2020 11:36 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

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

Dear Asher,

Please close case at your end and submit your report based on WP basis.

Invoice amount \$220.42

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

Sent: Friday, November 27, 2020 10:40 AM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>

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

Subject: Re: SURVEY ASSESSMENT - D20004669MFSH/1 // EXPRESS SETTLEMENT

Hi Rachel,

We refer to our tele-conversation.

Our surveyor have survey third party vehicle therefore we unable able to waived the survey fee.

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: Friday, November 27, 2020 9:50 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20004669MFSH/1 // EXPRESS SETTLEMENT

Dear Su Li,

Our insured driver want to private settle with third party workshop.
Hence, we request survey fee to be waived off.

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
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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, November 19, 2020 11:48 AM
To: Rachel Wu <RachelWu@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20004669MFSH/1 // EXPRESS SETTLEMENT

Dear Rachel,

Attached video footage for your necessary action.

** 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)

From: Rachel Wu [<mailto:RachelWu@msfirstcapital.com.sg>]

Sent: Thursday, 19 November 2020 9:30 AM

To: Su Li (LKK Auto)

Cc: Admin A; Asher Sng (LKKAuto)

Subject: RE: SURVEY ASSESSMENT - D20004669MFSH/1 // EXPRESS SETTLEMENT

Dear Su Li,

We notice that third party GIA report indicated there is video footage.

Kindly request the video footage from third party as our insured stated no collision.

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

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, November 19, 2020 8:48 AM

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

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

Subject: RE: SURVEY ASSESSMENT - D20004669MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20004669MFSH

LKK REF: CC4/FCI20012596/Ees3

Dear Eric,

We refer to the above matter.

We have inspected third party vehicle SBS 6563D at M/s LEXBUILD INTERNATIONAL PTE LTD on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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 Asher.

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)

From: Admin-D (LKKAuto)

Sent: Monday, 16 November 2020 4:32 PM

To: 'Claim Workflow System'; assignments; Admin A

Cc: RACHELWU@MSFIRSTCAPITAL.COM.SG

Subject: RE: SURVEY ASSESSMENT - D20004669MFSH/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: Monday, 16 November, 2020 3:16 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; RACHELWU@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20004669MFSH/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.