

## Jasper Chua (LKK Auto)

---

**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Thursday, 18 March 2021 1:09 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: UR REF : D20004699MFSH ; YOUR REF: FBL2101S / LKK ref : CC4/FCI20012755/Uba3q2

Dear Jasper,

You have our mandate to settle as follow:

COR : \$1,605.00  
LOU : \$80 - \$180 (\$20 - \$30 x 4-6days)  
To offer : \$1,685.00 - \$1,785.00

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**

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:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Friday, February 19, 2021 11:21 AM  
**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** UR REF : D20004699MFSH ; YOUR REF: FBL2101S / LKK ref : CC4/FCI20012755/Uba3q2

RESEND

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver hit parked TP.

Summary to offer to repairer **AUTO N CARS SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 3,783.04	\$ 1,605.00

Loss of Use (\$30.00 x 6 days )	\$ 180.00	\$ 180.00
<b>Proposed Total</b>	<b>\$ 3,963.04</b>	<b>\$ 1,785.00</b>

Breakdown of days is as follows:

Recommended days	4 Days
Weekends / Downtime	2 Days
<b>TOTAL DAYS</b>	<b>6 Days</b>

For your approval and/or further instruction please.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

---

**From:** Jasper Chua (LKK Auto)

**Sent:** Friday, 27 November 2020 10:34 AM

**To:** Auto N Cars <[anc.claims@autoncars.com.sg](mailto:anc.claims@autoncars.com.sg)>

**Cc:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEYOR APPOINTED; OUR REF : D20004699MFSH ; YOUR REF: FBL2101S

WITHOUT PREJUDICE

Dear Sir/Mdm,

Liability clear

Thanks

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Friday, 27 November 2020 10:16 AM

**To:** Auto N Cars <[anc.claims@autoncars.com.sg](mailto:anc.claims@autoncars.com.sg)>

**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** FW: SURVEYOR APPOINTED; OUR REF : D20004699MFSH ; YOUR REF: FBL2101S

Without Prejudice

Dear Venessa,

We had informed LKK on liability.

Dear Mei Kwan / Jasper,

As spoken, please assist.

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

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:** Auto N Cars <[anc.claims@autoncars.com.sg](mailto:anc.claims@autoncars.com.sg)>  
**Sent:** Friday, November 27, 2020 9:24 AM  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Subject:** Re: SURVEYOR APPOINTED; OUR REF : D20004699MFSH ; YOUR REF: FBL2101S

Hi

Can confirm liability for this case?

Best Regards,

Venessa Goh

**Auto N Cars Services Pte Ltd**

On Thu, Nov 26, 2020 at 11:10 AM Auto N Cars <[anc.claims@autoncars.com.sg](mailto:anc.claims@autoncars.com.sg)> wrote:

Hi

I have attached our complete repair estimate for FBL2101S

Kindly confirm liability

Best Regards,

Venessa Goh

**Auto N Cars Services Pte Ltd**

On Tue, Nov 24, 2020 at 12:35 PM Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)> wrote:

Without Prejudice

Dear Venessa,

As spoken and mentioned, please let us have a copy of your estimate(with price filled in).

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

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:** Auto N Cars <[anc.claims@autoncars.com.sg](mailto:anc.claims@autoncars.com.sg)>

**Sent:** Monday, November 23, 2020 4:34 PM

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

**Subject:** Re: SURVEYOR APPOINTED; OUR REF : D20004699MFSH ; YOUR REF: FBL2101S

Hi Eric,

Please see attached GIA report for your perusal

We will give the complete estimate to surveyor after we finalize the parts pricing

For the meantime, kindly confirm if liability is clear so that we can start to repair our clients motorbike

Best Regards,

Venessa Goh

**Auto N Cars Services Pte Ltd**

On Fri, Nov 20, 2020 at 10:10 AM Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)> wrote:

Without Prejudice

Dear Venessa,

Please let us have your estimate for our consideration of direct settlement.

In future, please let us have your client's GIA report and estimate when requesting for PRI.

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  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:** Auto N Cars <[anc.claims@autoncars.com.sg](mailto:anc.claims@autoncars.com.sg)>  
**Sent:** Friday, November 20, 2020 10:05 AM  
**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Subject:** Re: SURVEYOR APPOINTED; OUR REF : D20004699MFSH ; YOUR REF: FBL2101S

Dear Sir/Mdm,

Kindly confirm liability for this case and if your side is agreeable with direct settlement

Best Regards,

Venessa Goh

**Auto N Cars Services Pte Ltd**

On Thu, Nov 19, 2020 at 12:24 PM Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)> wrote:

Dear Sir/Madam

PRI Request For **FBL2101S** Accident Involving **SHC7580K** On 14-11-2020 AT 14:40:00HRS.

Please find below details for your reference

- **Claim number** : D20004699MFSH
- **Insured vehicle number** : SHC7580K
- **Accident date** : 14-11-2020
- **Third-party vehicle number** : FBL2101S
- **Assignment type** : WITHOUT PREJUDICE
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : WOO JUN KIATERIC

**PS: This is a system generated mail. Please do not reply to this mail.**

Regards,  
Admin Team  
Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849