

Re: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ;
YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

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

Fri 4/16/2021 7:59 AM

To: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>

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

 3 attachments (3 MB)

TP ESTIMATE-MARKED.pdf; TP GIA REPORT.PDF; Preliminary Advice.pdf;

YOUR REF: D20005032MFSH
LKK REF: CC4/FCI20013725/Kes3

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle SMC 7224E at M/s CHENG HOE MOTOR PL on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

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

From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Sent: Wednesday, March 31, 2021 9:30 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>

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

Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Asher,

We refer to your below email.

Please KIV the matter until **April 5, 2021**. If you will not hear from us on that date, you may proceed to do Express Settlement.

Kindly note that this matter will be handled by Mr Chris and you can forward to him your mandate request.

Thank you.

Dear Chris,

FYI please.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghilan@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: Tuesday, 30 March 2021 5:17 pm
To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Hi Vic,

We refer to the email below.

Kindly advise if we able to process with the Express settlement.

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)
Sent: Monday, 15 March 2021 3:57 PM
To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Hi Vic,

Content noted.

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)

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From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Sent: Monday, 15 March 2021 3:42 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Asher,

We refer to your below email.

Since Insured Driver is uncontactable, we will follow up with a letter.

Kindly hold for at least 2 weeks' time from today and we will get back to you for further instruction.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@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: Monday, 15 March 2021 2:45 pm
To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Hi Vic,

We refer to the email below.

We have try to contact the driver a few times however is not available.

Kindly advise.

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)

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From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Sent: Monday, 15 March 2021 10:13 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Asher,

We refer further to the below email.

Please advise if Insured Driver has been contacted. If not, please do so, so we can proceed further.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@msfirstcapital.com.sg
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From: Vic Alpeh S. Sanghilan
Sent: Wednesday, 24 February 2021 12:17 pm
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Asher,

Resending email with IV SAS as requested.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@msfirstcapital.com.sg
|Company Regn. No. 195000106C
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From: Vic Alpeh S. Sanghilan
Sent: Wednesday, 24 February 2021 10:55 am

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Asher,

We refer to your below email and the contents were noted.

Please assist to call our ID and informed on the TP video footage and damage consistency to the TP vehicle and for us to SAB.

Once done, please let us know as we have to send out letter before we can agree on any settlement.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@msfirstcapital.com.sg
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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, 24 February 2021 9:57 am
To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: RE: [ID REPORTED NOT AWARE OF ACCIDENT] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Hi Vic,

We refer to the above matter.

Enclosed a copy of the third party evidence for your easy reference.

Kindly advise if we can process with Express settlement.

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: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Sent: Friday, 18 December 2020 10:22 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: [ID REPORTED NOT AWARE OF ACCIDENT] RE: THINGS TO DO FOR THIS CLAIM
OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Su Li / Asher,

Please find attached Insured SAS as requested.

Our ID reported that he is **not aware** of this accident and no damages to his taxi.

As per below email, please request TP video footage and verify TP vehicle damage consistency then call/interview driver on the findings based on the video and the damages sustained if caused by this accident and inform TP repairer that no ES/DS at the moment as it is under investigation.

Please take note that we will not be liable for any LOU/LOR incurred for checking of liability clearance before TP repairer commence repair, as TP customer have the alternative to claim under OD especially for unclear liability cases.

Thank you.

Kind Regards,

Vic Sanghilan
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 |Email: vicsanghilan@msfirstcapital.com.sg
|Company Regn. No. 195000106C
A Member of MS&AD Insurance Group

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the message and all copies from your system and notify the sender immediately by return e-mail.

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, 18 December 2020 10:09 am
To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>
Subject: RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Dear Vic,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Asher.

To check availability of the case handler, you may contact the undersigned.

"Best Wishes for Merry Christmas & Happy New Year 2021"

**** 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: Friday, 11 December 2020 2:26 PM
To: 'Jason Tea'; Admin A
Cc: 'Vic Alpeh S. Sanghilan'
Subject: RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E

Dear Sir/Mdm,

Noted with thanks.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

"Best Wishes for Merry Christmas & Happy New Year 2021"

**** 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: Jason Tea <JasonTea@msfirstcapital.com.sg>
Sent: Friday, 11 December 2020 2:22 PM
To: 'Admin A' <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Subject: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ; YOUR REF: SMC7224E

Dear LKK,

Please ask surveyor to verify damage consistency, get in TP video footage, after your survey report up please interview driver.

Kindly inform Cheng Hoe Motor that no DS/ES until investigation completes with our Driver.

All your correspondence please go through Vic.

Jason Tea
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3860| Fax No. : 6507 3849|Email: JasonTea@msfirstcapital.com.sg |Company Regn. No. 195000106C
A Member of  Insurance Group

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As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

From: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>
Sent: 11 December 2020 14:15
To: CHMOTOR@SINGNET.COM.SG
Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Subject: SURVEYOR APPOINTED; OUR REF : D20005032MFSH ; YOUR REF: SMC7224E

Dear Sir/Madam

PRI Request For **SMC7224E** Accident Involving **SHC8939D** On 28-11-2020 AT 14:20:00HRS.

Please find below details for your reference

- **Claim number** : D20005032MFSH
- **Insured vehicle number** : SHC8939D
- **Accident date** : 28-11-2020
- **Third-party vehicle number** : SMC7224E
- **Assignment type** : WITHOUT PREJUDICE
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : SANGHILAN VIC ALPEH SUMAGANG

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

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www.avg.com

