

# CHENG HOE MOTOR PTE LTD

Blk 1019, Yishun Industrial Park A, #01-374/382, Singapore 768761

Tel : 67556142 Fax : 67557719

Email: chmotor@singnet.com.sg

20 SEP 2021

Your Ref :

THE MOTOR CLAIMS DEPT  
MS FIRST CAPITAL INSURANCE LTD  
Singapore

**WITHOUT PREJUDICE**

Dear Sir / Madam

**T/ACCIDENT INVOLVING M/V SMC7224E & SHC8939D ON 28/11/2020  
ALONG SLE TOWARDS WOODLANDS.**

We are authorized by the owner of SMC7224E for his/her/their above claims.

As you are the insurer of SHC8939D, we therefore wish to seek your compensation.  
Quantum of the claims as follow:-

COST OF REPAIR	: S\$	906.42	(As recommended by your appointed surveyor)
LOSS OF USE (4 X \$60/DAY)	: S\$	240.00	
HIRE OF VEHICLE	: S\$	0.00	
SURVEY FEE	: S\$	0.00	
LTA SEARCH	: S\$	0.00	
GIA SEARCH	: S\$	0.00	
OTHERS	: S\$	0.00	
		-----	
	<b>S\$</b>	<b>1146.42</b>	
		=====	

Copies of all the relevant documents are enclosed.

Please advise settlement within ten (10) days.

Thank you.

Yours Faithfully,

**LETTER OF AUTHORISATION**  
(FOR PROPERTY DAMAGE CLAIM ONLY)

Re: Motor Insurance Claim SMC7224E  
in respect of the traffic accident on 28/11/2020  
at/along SLE Twds Woodlands

I/We, Chen ChuanHong Simon  
NRIC S8215041B of Blk 628B Woodlands Ring Road  
#06-262 Singapore 732628  
owner of motor vehicle SMC7224E, insured by NTUC Income Insurance  
Co-operative Ltd under policy no. 5110893327-01

hereby authorise **M/s CHENG HOE MOTOR PTE LTD** on Blk 1019 Yishun Industrial Park A #01-374 Singapore 768761, to act as my/our representative in my/our claim against the owner /driver of motor vehicle SHC8939D in respect of the above-mentioned accident.

I/We further authorise that any payment due to me/us from the aforesaid claim is to be directed to my/our abovenamed representative.

And I/We hereby indemnify my/our abovenamed representative against any claim and/or damage which may arise from any action taken on my/our behalf.

I/We affirm all the above by my/our signature below.

Signed :   
Date : 09/12/20

**DISCHARGE RECEIPT**

CLAIM REFERENCE : D20005032MFSH  
ACCIDENT DATE : 28/11/2020  
ACCIDENT LOCATION : SLE TOWARDS WOODLANDS  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : CHAN TECK KOON  
INSURED VEHICLE : SHC 8939D  
INVOLVED PARTY : SMC 7224E  
SETTLEMENT SUM : \$1,146.42

I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

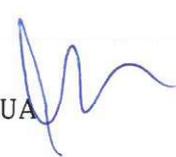
1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,
2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

\*Payment to be made payable to "CHENG HOE MOTOR PTE LTD" 

CLAIMANT : CHEN CHUANHONG SIMON

Signature and Date :

WITNESS : PHUA LIAN HUA 

Signature and Date :

26/1/22 

This Discharge Voucher applies strictly for Claimant's claim for property damages only does not constitute a full discharge for any other claims or further claims whatsoever present or future that may manifest arising directly or indirectly from this accident.

This settlement terms herein is without an admission of liability on the part of the claimant and the settlement terms should not be used as evidence in any related suits or claims arising from this accident.

# Cheng Hoe Motor Pte Ltd

Blk 1019, Yishun Industrial Park A #01-374/382, Singapore 768761  
TEL: 67556142 (YIS) FAX: 67557719 (YIS) Email: chmotor@singnet.com.sg  
GST:201001158E RCB NO:201001158E

## TAX INVOICE

M/S : MS FIRST CAPITAL INSURANCE LTD  
36 ROBINSON ROAD  
#16-01 CITY HOUSE  
SINGAPORE 068877  
TEL: 65073848 FAX: 65073849  
ATTN: Motor Claim Department

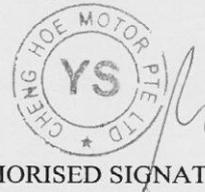
NO: CL8210567  
Date: 30 Jun 2021  
Policy No: 5110893327-01  
Veh Reg No: SMC7224E  
Make/Model: HONDA HONDA FIT  
HYBRID 1.5 AUTO  
Job No: JC1603513

WS Ref: TP/FC  
Claim Type: Third Party  
Accident Date: 28/11/2020  
TP Veh Reg No: SHC8939D

Description	Quantity	List Price S\$	Amount S\$
To Supply all replaced parts, all necessary and agreed labour & miscellaneous charges. (As recommended by your appointed surveyor)	1 PC	S\$ 847.12	S\$ 847.12

Total S\$ 847.12  
Add GST @ 7% 59.30  
Total Amount payable S\$ 906.42

For Cheng Hoe Motor Pte Ltd



E. & O. E.

AUTHORISED SIGNATURE

## Asher Sng (LKKAuto)

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**From:** Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>  
**Sent:** Tuesday, 5 October 2021 2:12 PM  
**To:** Asher Sng (LKKAuto)  
**Cc:** Admin A; Su Li (LKK Auto)  
**Subject:** RE: [MANDATE REQUEST] RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM  
OUR REF : D20005032MFSH ; YOUR REF: SMC7224E LKK REF :  
CC4/FCI20013725/es3

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Asher,

Pls offer as per below :

COR - \$906.42  
LOU - \$200.00 to \$240.00 (\$50 to \$60 x 4 days)  
Total - \$1,106.42 to \$1,146.42

Regards.

Chris Lim  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg) | Company Regn.  
No. 195000106C  
**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.

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**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Monday, 27 September 2021 1:13 pm  
**To:** Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>  
**Subject:** [MANDATE REQUEST] RE: [INTERVIEW ID] RE: THINGS TO DO FOR THIS CLAIM OUR REF : D20005032MFSH ;  
YOUR REF: SMC7224E LKK REF : CC4/FCI20013725/es3

Your ref : **D20005032MFSH**  
Our ref : CC4/FCI20013725/Kes3q2

Dear Sirs,

**ACCIDENT INVOLVING SHC 8939D (OI) AND SMC 7224E (TP) ON 28/11/2020**

We refer to the above matter.

The accident occurred when our insured changed lane and hit third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We seek your approval to offer repairer " **CHENG HOE MOTOR PTE LTD** " at **\$ 1,146.42 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 1,206.02	\$ 906.42
2. Loss of Use (4days x \$60)	\$ 240.00	\$ 240.00 (4days x \$60)
<b>Total</b>	<b>\$ 1,446.02</b>	<b><u>\$ 2,798.59</u></b>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

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.**

---

**From:** Lim Gan Koon (Chris) <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>

**Sent:** Friday, 16 April 2021 8:59 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

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

Dear Asher,

Pls proceed with ES for this matter.

Regards

Chris Lim

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877

| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg) | Company Regn. No. 195000106C

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---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Friday, 16 April 2021 8:00 am

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

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

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

**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**

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**From:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

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

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

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

**Sent:** Tuesday, 30 March 2021 5:17 pm

**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](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.*

---

**From:** Asher Sng (LKKAuto)

**Sent:** Monday, 15 March 2021 3:57 PM

**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](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.*

---

**From:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Sent:** Monday, 15 March 2021 3:42 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](mailto: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](mailto:AsherSng@lkkauto.com)>  
**Sent:** Monday, 15 March 2021 2:45 pm  
**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](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.*

---

**From:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Sent:** Monday, 15 March 2021 10:13 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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](mailto: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](mailto:AsherSng@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto: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](mailto:vicsanghilan@msfirstcapital.com.sg)  
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---

**From:** Vic Alpeh S. Sanghilan  
**Sent:** Wednesday, 24 February 2021 10:55 am  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto: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](mailto:vicsanghilan@msfirstcapital.com.sg)  
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---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Wednesday, 24 February 2021 9:57 am  
**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto: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](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:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Sent:** Friday, 18 December 2020 10:22 AM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto: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](mailto:vicsanghilan@msfirstcapital.com.sg)  
| Company Regn. No. 195000106C  
**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.*

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, 18 December 2020 10:09 am  
**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto: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](mailto: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)

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**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](mailto: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*

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**From:** Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>  
**Sent:** Friday, 11 December 2020 2:22 PM  
**To:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto: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](mailto:JasonTea@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**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.

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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](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** 11 December 2020 14:15  
**To:** [CHMOTOR@SINGNET.COM.SG](mailto:CHMOTOR@SINGNET.COM.SG)  
**Cc:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto: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.

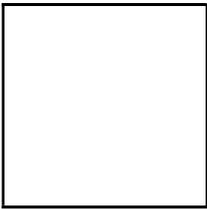
Please find below details for your reference

- **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](http://www.avg.com)