

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 29 December 2020 11:48 AM
To: Eric Woo
Cc: Admin A
Subject: RE: SURVEY ASSESSMENT - D20005102MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHB2996H AND XE739S ON 14/12/2020 *** LKK REF : CC4/FCI20013848/R1ra3

Dear Eric

Noted. We will submit report & close file at our end.

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

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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>
Sent: Monday, 21 December 2020 10:41 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20005102MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHB2996H AND XE739S ON 14/12/2020 *** LKK REF : CC4/FCI20013848/R1ra3

Dear Mei Kwan,

We are unable to proceed with Express Settlement due to liability unclear.

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
| Company Regn. No. 195000106C | TEL: 6507 3848
A Member of MS&AD Insurance Group

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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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, December 20, 2020 6:37 PM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20005102MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHB2996H AND XE739S ON 14/12/2020 *** LKK REF : CC4/FCI20013848/R1ra3

Dear Eric,

We refer to the above matter.

We have inspected third party vehicle XE 739S and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

From: Admin-D (LKKAuto)
Sent: Tuesday, 15 December 2020 12:37 PM
To: 'Claim Workflow System'; assignments
Cc: ERICWOO@MSFIRSTCAPITAL.COM.SG; Admin A
Subject: RE: SURVEY ASSESSMENT - D20005102MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

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: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Tuesday, 15 December 2020 12:17 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D20005102MFSH/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.



This email has been checked for viruses by AVG antivirus software.
www.avg.com

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 29 December 2020 11:52 AM
To: tokwj@vfixauto.com.sg
Cc: 'kentsh'; jeffbz@vfixauto.com.sg; jessicassy@vfixauto.com.sg; wskoh@vfixauto.com.sg; Admin A
Subject: RE: Accident involving XE739S and SHB2996H on 14/12/2020 *** LKK REF: CC4/FCI20013848/R1ra3

WITHOUT PREJUDICE

Dear Wei Jie

Please be informed that liability is unclear. Therefore our principal will take over the case.

You may liaise with our principal for future correspondence.

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

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: tokwj@vfixauto.com.sg <tokwj@vfixauto.com.sg>
Sent: Tuesday, 15 December 2020 3:35 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: 'kentsh' <kentsh@vfixauto.com.sg>; jeffbz@vfixauto.com.sg; jessicassy@vfixauto.com.sg; wskoh@vfixauto.com.sg; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident involving XE739S and SHB2996H on 14/12/2020 *** LKK REF: CC4/FCI20013848/R1ra3



Hi Mei Kwan,

Can you please forward us the third party video footage?

At the meanwhile, please find attached GIA report for your kind attention.

We will furnish you the estimate once it is ready.

Thanks & Regards,

Tok Wei Jie

Claim Administrator Cum Purchaser

Vfix Auto Pte Ltd | Vfix Rental Pte Ltd

26 Chia Ping Road Singapore 619977

Contact: 6455 2957 | E: tokwj@vfixauto.com.sg

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

Sent: Tuesday, 15 December 2020 3:18 PM

To: tokwj@vfixauto.com.sg

Cc: 'kentsh' <kentsh@vfixauto.com.sg>; jeffbz@vfixauto.com.sg; jessicassy@vfixauto.com.sg; wskoh@vfixauto.com.sg; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

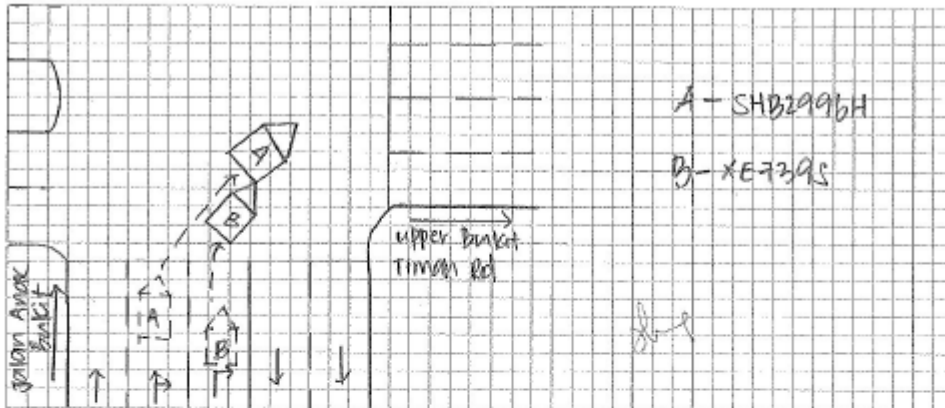
Subject: RE: Accident involving XE739S and SHB2996H on 14/12/2020 *** LKK REF: CC4/FCI20013848/R1ra3

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



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 14 December 2020, I was travelling along Jalan Anak Bukit in my vehicle (SHB2996H) with one male passenger on board. I then proceeded to turn right into Upper Bukit Timah Rd. Suddenly vehicle B (XE739S), who just moved out from the stop line, collided into the rear of my vehicle. My vehicle then swerved out of control.

Please provide us the following

- **evidence i.e. video and scene photo**
- **PIR result (if any)**
- **Estimated cost of repair**
- **GIA / police report**

Please note that for liability, claim negotiation and settlement, please contact **Jaslin**.

Our respective case handler will look into the matter and get back to you in due course.

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: tokwj@vfixauto.com.sg <tokwj@vfixauto.com.sg>

Sent: Monday, 14 December, 2020 11:23 AM

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>

Cc: 'kentsh' <kentsh@vfixauto.com.sg>; jeffbz@vfixauto.com.sg; jessicassy@vfixauto.com.sg; wskoh@vfixauto.com.sg

Subject: Accident involving XE739S and SHB2996H on 14/12/2020



Hi Sir/Madam,

Please find attached NOA for your kind attention and action.

Kindly note that the vehicle is in our workshop now.

Please arrange surveyor to perform pre-repair inspection as soonest possible.

Thanks & Regards,

Tok Wei Jie

Claim Administrator Cum Purchaser

Vfix Auto Pte Ltd | **Vfix** Rental Pte Ltd

26 Chia Ping Road Singapore 619977

Contact: 6455 2957 | E: tokwj@vfixauto.com.sg