

## Asher Sng (LKKAUTO)

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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Wednesday, 28 April 2021 4:15 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK REF : CC4/FCI20013868/es3

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

Dear Asher,

We are agreeable with Express Settlement.

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**

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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:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Tuesday, April 27, 2021 5:24 PM  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>; Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK REF : CC4/FCI20013868/es3

Hi Sir,

We refer to the email below.

Enclosed a copy of the preliminary advise and estimate for your easy reference.

Kindly advise on the proposed liability.

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

**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:** Asher Sng (LKKAuto)

**Sent:** Thursday, 18 March 2021 11:52 AM

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

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

**Subject:** RE: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK  
REF : CC4/FCI20013868/es3

Hi Merina,

We refer to the email below.

Enclosed a copy of the preliminary advise and estimate for your easy reference.

Kindly advise on the proposed liability.

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)

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**From:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Sent:** Monday, 8 February 2021 4:32 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: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK  
REF : CC4/FCI20013868/es3

Dear Asher,

Please request workshop estimate before we comment on liability.

Thank you.

Best Regards,

Merina Chia (Ms)

Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856

| Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C

A Member of **MS&AD** Insurance Group

**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.**

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

**Sent:** Friday, 8 January 2021 4:51 PM

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

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

**Subject:** Re: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK  
REF : CC4/FCI20013868/es3

Hi Merina,

We refer to email below.

Third party repairer yet to prepare or submit any estimate.

They would like to have the liability clearance before survey and repair.

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:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

**Sent:** Friday, January 8, 2021 1:55 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: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK  
REF : CC4/FCI20013868/es3

Dear Asher,

I understand what you mean. But can you at least share/request for repair estimate with me first for liability clearance?

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856  
| Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD** Insurance Group

**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.**

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Wednesday, 6 January 2021 5:57 pm  
**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK  
REF : CC4/FCI20013868/es3

Hi Merina,

We refer to the email below.

Third party yet to send in the vehicle for survey, repairer request for liability clearance before sending in the vehicle for survey and repair.

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:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>  
**Sent:** Tuesday, January 5, 2021 11:10 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: [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK  
REF : CC4/FCI20013868/es3

Dear Asher,

Please let us have repair estimate/prelim report (if any) before we comment on liability.

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856  
| Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@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, 28 December 2020 10:47 AM

**To:** Merina Chia <[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>

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

**Subject:** [PROPOSED LIABILITY] Re: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK REF : CC4/FCI20013868/es3

Hi Merina,

We refer to the above matter.

Liability: 100%

Remark: B31a OID TURN INTO THE MAIN ROAD HIT TP VEHICLE

Kindly let us have your approval on liability.

Please to inform that repairer have not arrange for survey.

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

**Sent:** Tuesday, December 22, 2020 2:57 PM

**To:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG) <[MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@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: SURVEY ASSESSMENT - D20005105MFSH/1 // EXPRESS SETTLEMENT // LKK REF : CC4/FCI20013868/es3

**YOUR REF: D20005105MFSH**

**LKK REF: CC4/FCI20013868/es3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle FBP 296E at M/s S9 MOTOR TRADING PTE LTD on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

**Enclosed for your perusal is:**

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Kindly 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:** Tuesday, 15 December 2020 2:20 PM  
**To:** 'Claim Workflow System'; assignments; Admin A  
**Cc:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)  
**Subject:** RE: SURVEY ASSESSMENT - D20005105MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

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

Best Regards,  
Summer Lee | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** Tuesday, 15 December, 2020 2:13 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);  
[MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)  
**Subject:** PRI: SURVEY ASSESSMENT - D20005105MFSH/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.**