

Asher Sng (LKKAUTO)

From: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>
Sent: Monday, 19 April 2021 3:37 PM
To: Su Li (LKK Auto); Asher Sng (LKKAUTO)
Cc: Admin A
Subject: RE: SURVEY ASSESSMENT - D21001043MFBP/1 LKK REF : CC4/FCI21004301/es3
Attachments: SG0G21490001-SBS3320H.pdf

Dear Su Li/Asher,

Insured has reported and attached report for your reference.

Please submit your survey report once ready. We will handle TP LOD once we receive the same as liability not clear.

Thank you.

Regards,
Jaclyn K.
Motor Claims

MS First Capital Insurance Limited

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

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C
Motor Claims: Motor_Claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

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.

*With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be www.msfirstcapital.com.sg.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.
Please refer to www.first-insurance.com.sg for details of PDPA Personal Data Collection Statement.

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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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 19 April 2021 1:50 pm
To: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SURVEY ASSESSMENT - D21001043MFBP/1 LKK REF : CC4/FCI21004301/es3

YOUR REF: D21001043MFBP

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle CB 8803B at M/s A T AUTO CONSULTANT 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**

Meanwhile, kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>
Sent: Tuesday, April 6, 2021 10:23 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D21001043MFBP/1 LKK REF : CC4/FCI21004301/es3

Dear Su Li/Asher,

Please note that our insured has not reported the accident yet.

We are unable to provide you with the GIA report at this juncture.

Thank you.

Regards,
Jaclyn K.
Motor Claims

MS First Capital Insurance Limited

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

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C
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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 6 April 2021 8:25 am
To: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SURVEY ASSESSMENT - D21001043MFBP/1 LKK REF : CC4/FCI21004301/es3

YOUR REF: D21001043MFBP

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us insured's GIA 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

****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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Monday, April 5, 2021 5:03 PM

To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: JACLYNKESAVAL@MSFIRSTCAPITAL.COM.SG <JACLYNKESAVAL@MSFIRSTCAPITAL.COM.SG>

Subject: RE: SURVEY ASSESSMENT - D21001043MFBP/1

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 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: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Monday, 5 April, 2021 4:49 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D21001043MFBP/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.