Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto) Sent: Monday, 4 April 2022 09:52 To: Vic Alpeh S. Sanghilan Cc: Admin A **Subject:** RE: SURVEY ASSESSMENT - D21001283MFBP/1 *** LKK REF: CC4/FCI21004973/Krs3 **Attachments:** LKK Survey Photo.pdf; LKK Resurvey Photo.pdf; PRELIMINARY ADVICE.pdf; TP ESTIMATE - MARKED.pdf Hi Vic, We refer to the above matter. Enclosed the document for your easy reference. We will prepare our wp report and submit with invoice in due course. Thank You. Best Regards, Asher Sng | Case Handler LKK Auto Consultants Pte Ltd email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(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: Monday, 4 April 2022 09:15 To: Asher Sng (LKKAuto) < Asher Sng@lkkauto.com> Cc: Admin A <admin-a@lkkauto.com> Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1 *** LKK REF: CC4/FCI21004973/Krs3 Dear Asher, We refer further to your below email. Please submit to us your Survey Report or PRI report once available as we had just received LOD from TP repairer. Thank you. Kind Regards, Vic Sanghilan Motor Claim Department

| Tel: 6507 3848 | DID: 6507 3846 | Fax No.: 6507 3849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn. No.

195000106C

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

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.sq for details of PDPA Personal Data Collection Statement.

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From: Asher Sng (LKKAuto) < <u>AsherSng@lkkauto.com</u>>

Sent: Friday, 1 April 2022 5:26 pm

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

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1 *** LKK REF: CC4/FCI21004973/Krs3

Hi Vic,

We refer to the email below.

Third party did not submit to us the estimate when survey.

Therefore preliminary advise not available.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: <u>ashersng@lkkauto.com</u> | did: 6841-6051 | Mobile: 8839 9816 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933)

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

Sent: Friday, 1 April 2022 14:19

To: Vic Alpeh S. Sanghilan < VicSanghilan@msfirstcapital.com.sg; Asher Sng (LKKAuto) < AsherSng@lkkauto.com

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1 *** LKK REF: CC4/FCI21004973/Krs3

Dear Sir / Madam,

Thank you for your email.

This case has been reassigned to Asher.

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

Hi Asher,

Kindly assist.

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

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)

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

Sent: Friday, 1 April, 2022 12:50 PM

To: Jaslin Kok (LKK Auto) < jaslinkok@lkkauto.com>

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1

Dear Jaslin,

We refer further to the below email.

Please advise if survey has already been conducted and the preliminary advise if any.

Thank you.

Kind Regards,

Vic Sanghilan

Motor Claim Department

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

| Tel: 65073848 | DID: 65073846 | Fax No.: 65073849 | Email: vicsanghilan@msfirstcapital.com.sg | Company Regn. No. 195000106C A Member of MS&AD Insurance Group

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From: Jaslin Kok (LKK Auto) < jaslinkok@lkkauto.com>

Sent: Monday, 3 May 2021 9:45 am

To: Jaclyn Maniam Kesaval < JaclynKesaval@msfirstcapital.com.sg>

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1

Dear Jaclyn

Please be informed that TP do not have any video footage as well.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: <u>JaslinKok@lkkauto.com</u> | fax: 6741 4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jaclyn Maniam Kesaval < Jaclyn Kesaval @msfirstcapital.com.sg>

Sent: Friday, 30 April 2021 10:41 AM

To: Jaslin Kok (LKK Auto) < jaslinkok@lkkauto.com>

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1

Dear Jaslin,

We refer to your email below.

We are unable to forward the video footage.

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.

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From: Jaslin Kok (LKK Auto) < jaslinkok@lkkauto.com>

Sent: Friday, 30 April 2021 10:36 am

To: Jaclyn Maniam Kesaval < JaclynKesaval@msfirstcapital.com.sg>

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1

Dear Jaclyn

Kindly provide us a copy of insured's video footage.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: <u>JaslinKok@lkkauto.com</u> | fax: 6741 4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jaclyn Maniam Kesaval < JaclynKesaval@msfirstcapital.com.sg >

Sent: Friday, 30 April 2021 10:30 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: SURVEY ASSESSMENT - D21001283MFBP/1

Dear Su Li,

We refer to your email below.

Please see attached our insured's report.

**For this case, do not commit any liability as it is unclear.

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.sq | Website: www.msfirstcapital.com.sq

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We appreciate your kind understanding. Stay safe.

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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) <<u>suli@lkkauto.com</u>>

Sent: Friday, 30 April 2021 9:40 am

To: Jaclyn Maniam Kesaval < jaslin Kok (LKK Auto) < jaslinkok@lkkauto.com

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

Subject: Re: SURVEY ASSESSMENT - D21001283MFBP/1

YOUR REF: D21001283MFBP
LKK REF: CC4/FCI21004973/rs3
Dear Sir / Madam,
We refer to the above matter.
Kindly advise whether insured has reported. If so, 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 Jaslin.
To check availability of the case handler, you may contact the undersigned
To check aradiasticy 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.
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Thank you.
Best Regards,
Su Li Admin Support
LKK Auto Consultants Pte Ltd

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

Sent: Tuesday, April 20, 2021 5:09 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 - D21001283MFBP/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: Tuesday, 20 April, 2021 4:46 PM **To:** <u>ASSIGNMENTS@LKKAUTO.COM</u>

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

Subject: PRI: SURVEY ASSESSMENT - D21001283MFBP/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.