

RE: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021 * LKK REF: 19/04/2021**

Esther Lim <EstherLim@msfirstcapital.com.sg>

Tue 5/25/2021 4:08 PM

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

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

Dear Jaslin

Please let us have the survey report and invoice.

Thank you.

Regards
Esther Lim
Motor Claims

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.

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

Fax: 6507 3849 | Company Reg. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP



Change of email address

EstherLim@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.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged.

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

Sent: Tuesday, 25 May 2021 2:56 pm

To: Esther Lim <EstherLim@msfirstcapital.com.sg>

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

Subject: Re: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021
*** LKK REF: 19/04/2021

Dear Esther,

We refer to the above matter.

Kindly note that Insured is not Comfort and Citycab account. Therefore we will proceed to close file at our end.

Enclosed for your perusal is:

- Preliminary Advice
- TP estimated marked

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: Esther Lim <EstherLim@msfirstcapital.com.sg>

Sent: Monday, April 26, 2021 11:35 AM

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

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

Subject: RE: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021

*** LKK REF: 19/04/2021

Dear Jaslin

Please let us have copy of estimate and prelim report before we give our mandate.

Thank you.

Regards

Esther Lim

Motor Claims

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

Fax: 6507 3849 | Company Reg. No. 195000106C

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We appreciate your kind understanding. Stay safe.

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

Sent: Monday, 26 April 2021 10:53 AM

To: Esther Lim <EstherLim@msfirstcapital.com.sg>

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

Subject: RE: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021

*** LKK REF: 19/04/2021

Dear Esther

We refer to the above matter.

Enclosed for your perusal is:

- **TP VIDEO FOOTAGE**

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

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

Liability: 100%

Remarks: TP'S video shows OI encroached to TP's lane.

Kindly let us have your approval on liability.

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: Esther Lim <EstherLim@msfirstcapital.com.sg>

Sent: Monday, 26 April 2021 10:38 AM

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

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

Subject: RE: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021 *** LKK REF: 19/04/2021

Dear Jaslin

Please see attached.

Thank you.

Regards
Esther Lim
Motor Claims

MS First Capital Insurance Ltd | 36 Robinson Road, City House, #16-01 Singapore 068877 | Tel: 6507 3848
Fax: 6507 3849 | Company Reg. No. 195000106C

A Member of **MS&AD INSURANCE GROUP**



Change of email address

EstherLim@msfirstcapital.com.sg

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We appreciate your kind understanding. Stay safe.

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, 26 April 2021 10:00 AM
To: Esther Lim <EstherLim@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021 *** LKK REF: 19/04/2021

Dear Esther

Kindly provide us with insured's report if available.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 22 April 2021 2:58 PM
To: ESTHERLIM@MSFIRSTCAPITAL.COM.SG
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D21001286MFCV/1 // ACC INV YP1106S AND SMT3341L ON 19/04/2021 *** LKK REF: 19/04/2021

Dear Esther,

We refer to the above matter.

Enclosed for your perusal is:

- TP video footage

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

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)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 21 April, 2021 4:39 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: ESTHERLIM@MSFIRSTCAPITAL.COM.SG
Subject: RE: SURVEY ASSESSMENT - D21001286MFCV/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: Wednesday, 21 April, 2021 4:10 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; ESTHERLIM@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D21001286MFCV/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

5/27/2021

Mail - Jaslin Kok (LKK Auto) - Outlook

Tel : 6507 3848

Fax : 6507 3849

PS: This is a system generated mail. Please do not reply to this mail.

Re: TP Settlement SMT3341L & YP1106S (MS First Capital)

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

Thu 5/27/2021 9:16 AM

To: chin <chin@modernautomotive.com.sg>

WITHOUT PREJUDICE

Dear Grace

Please be informed that our principal will take over the case.

You may liaise with our principal for future correspondence.

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: chin <chin@modernautomotive.com.sg>

Sent: Friday, May 21, 2021 4:10 PM

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

Subject: Re: TP Settlement SMT3341L & YP1106S (MS First Capital)

Dear Jaslin

We refer to the above matter.

Kindly confirm settlement as follow:

Repair cost: \$4,494.00 (Incl GST)

Loss of use/income (\$500 x 5 days): \$2,500.00

Search fee: \$2.00

Total: \$6,996.00

We enclosed herewith our LOD for your perusal and please revert.

Thank you

Regards,

Grace Chin

Modern Automotive Pte Ltd

Blk 3023-A, Ubi Road 1 #01-61

Singapore 408717

Tel: 6748 4422

Fax: 6747 6720