

## Hui Zhen (LKK Auto)

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**From:** Hui Zhen (LKK Auto)  
**Sent:** Friday, 23 July 2021 11:27 am  
**To:** Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); SUR; Reports (LKKAuto)  
**Cc:** Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT  
**Attachments:** LKKAdjustment.pdf; LKKInspection.pdf; LKKPhotos.pdf; Resurvey Photo\_1.pdf; Resurvey Photo\_2.pdf; SMR\_LKKInvoice\_AC2105113.pdf

Dear Patrick,

Kindly refer to the attached.

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [huizhen@lkkauto.com](mailto:huizhen@lkkauto.com) | fax: 6256-4315

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

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**From:** Hui Zhen (LKK Auto)  
**Sent:** Thursday, 22 July 2021 11:06 am  
**To:** Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; SUR <sur@lkkauto.com>; Reports (LKKAuto) <report@lkkauto.com>  
**Cc:** Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>  
**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Dear Patrick,

Please be informed that we are in the midst of preparing the report.

Dear Reports Team,

Kindly expedite.

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [huizhen@lkkauto.com](mailto:huizhen@lkkauto.com) | fax: 6256-4315

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

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**From:** Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) [<mailto:TanWeiTeck@smrt.com.sg>]  
**Sent:** Thursday, 22 July 2021 10:48 am  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[ChanSiauChin@smrt.com.sg](mailto:ChanSiauChin@smrt.com.sg)>  
**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Dear officers,

Kindly let us have your survey report for the above mentioned matter, thanks.

Regards,

*Patrick Tan*

Claims and Insurance Agency  
Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140

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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Tuesday, May 18, 2021 11:42 AM  
**To:** MTPRI; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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)

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:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Sent:** Tuesday, 18 May, 2021 10:57 AM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[TanWeiTeck@smrt.com.sg](mailto:TanWeiTeck@smrt.com.sg)>; Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <[ChanSiauChin@smrt.com.sg](mailto:ChanSiauChin@smrt.com.sg)>  
**Subject:** FW: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Ref: BUS/03/21/5014

Dear Summer,

Kindly survey on "Without Prejudice" basis.

TP: SMV6202A

Insured: SG5423T

Workshop: Vantage Automotive Limited

Thank you.

Regards,

Hua Yen  
Claim Department

SMRT Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2650 | Fax: 6368 7421 | Email: [onghuayen@smrt.com.sg](mailto:onghuayen@smrt.com.sg) | [www.smrt.com.sg](http://www.smrt.com.sg)



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**From:** Tan Wei Teck (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)

**Sent:** Tuesday, May 11, 2021 1:59 PM

**To:** Chua Syahirul Syazwani Irwan; [MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg); MTPRI; Ong Hua Yen (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)

**Cc:** Azman Abdullah; Katherine Chong; Andy Ooi Lee Keong; Lim Luo Shan Vion

**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Dear Hua Yen

Please refer, thanks.

Regards,

*Patrick Tan*

Claims and Insurance Agency

Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140

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**From:** Chua Syahirul Syazwani Irwan [<mailto:syazwanichua@simeidarby.com.sg>]

**Sent:** Tuesday, May 11, 2021 1:23 PM

**To:** Tan Wei Teck (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); [MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)

**Cc:** Azman Abdullah; Katherine Chong; Andy Ooi Lee Keong; Lim Luo Shan Vion

**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Dear Incharge,

Can we arrange for the vehicle to be surveyed, vehicle is currently with owner.

Best Regards,

**Chua Syasya**

**Customer Service Advisor, Body & Paint**

A division of Vantage Automotive Limited

305 Alexandra Road, Vantage Automotive Centre, Singapore 159942

T: +65 6477 7409 HP: +65 9278 2710 E: [syazwanichua@simedarby.com.sg](mailto:syazwanichua@simedarby.com.sg)

[www.simedarbymotors.com](http://www.simedarbymotors.com) | [www.vantageauto.com.sg](http://www.vantageauto.com.sg)

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**From:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <[TanWeiTeck@smrt.com.sg](mailto:TanWeiTeck@smrt.com.sg)>

**Sent:** Monday, 12 April 2021 1:46 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Cc:** Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <[ChanSiauChin@smrt.com.sg](mailto:ChanSiauChin@smrt.com.sg)>

**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

**[External Mail]** This email originated from outside of the organisation; be careful with requests, attachments and links.

Dear Suhaimi

Liability clear & we are prepared for a direct settlement based on our surveyor recommendations.

Kindly provide all relevant documents and we will revert soonest possible, thanks.

Regards,

*Patrick Tan*

Claims and Insurance Agency

Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)

6 Ang Mo Kio Street 62

Singapore 569140

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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

**Sent:** Monday, April 12, 2021 11:39 AM

**To:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

**Cc:** Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Caroline Cabrera

**Subject:** Re: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

Dear Wei Teck,

Please request from your insurer as we have forwarded to them.

Regards,

Suhaimi

DID: 6319 0175 Fax: 6479 4601

c/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

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**From:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <[TanWeiTeck@smrt.com.sg](mailto:TanWeiTeck@smrt.com.sg)>  
**Sent:** Wednesday, 7 April 2021 9:18 AM  
**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>  
**Cc:** Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <[ChanSiauChin@smrt.com.sg](mailto:ChanSiauChin@smrt.com.sg)>  
**Subject:** FW: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823) Our Ref : BUS/03/21/5014/PT

**[External Mail]** This email originated from outside of the organisation; be careful with requests, attachments and links.  
WITHOUT PREJUDICE

Morning Sir / Madam,

Please let us have a copy of your client's report with damaged photos for us to look into liability, thanks.

Regards,

*Patrick Tan*

Claims and Insurance Agency  
Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140

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**From:** MTPRI  
**Sent:** Tuesday, April 6, 2021 5:19 PM  
**To:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** MTPRI  
**Subject:** FW: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823)

Dear Patrick,

Kindly revert liability to third party's workshop.

Thanks & Regards  
Hua Yen

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**From:** Caroline Cabrera [<mailto:Caroline@msfirstcapital.com.sg>]  
**Sent:** 06 April 2021 13:50  
**To:** PBSP; MTPRI  
**Cc:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** RE: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823)

Dear Hua Yen,

Please assist for the liability.

Thank you & Regards,  
**Caroline Cabrera**  
Motor Claims

**MS First Capital Insurance Ltd**

36 Robinson Road #16-01 City House Singapore 068877 | D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

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

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](http://www.first-insurance.com.sg) for details of PDPA Personal Data Collection Statement.

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**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.**

---

**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Sent:** Tuesday, April 6, 2021 1:44 PM

**To:** Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>; 'MTPRI' <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>

**Cc:** [onghuayen@smrt.com.sg](mailto:onghuayen@smrt.com.sg)

**Subject:** Re: PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823)

Dear Caroline,

Kindly advise on liability for us to proceed with direct settlement.

Regards,

Suhaimi

DID: 6319 0175 Fax: 6479 4601

c/oA division of Vantage Automotive Limited

305 Alexandra Road, Vantage Automotive Centre, Singapore 159942

---

**From:** Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>

**Sent:** Monday, 29 March 2021 4:21 PM

**To:** 'MTPRI' <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>

**Cc:** [onghuayen@smrt.com.sg](mailto:onghuayen@smrt.com.sg) <[onghuayen@smrt.com.sg](mailto:onghuayen@smrt.com.sg)>; Merina Chia

<[MerinaChia@msfirstcapital.com.sg](mailto:MerinaChia@msfirstcapital.com.sg)>; PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Subject:** PRI for SMV6202A - Our Insured: SG5423T on 08/03/21 (D21/823)

**[External Mail]** This email originated from outside of the organisation; be careful with requests, attachments and links.

Dear Hua Yen,

For PRI

Thank you & Regards,

**Caroline Cabrera**

Motor Claims

**MS First Capital Insurance Ltd**

36 Robinson Road #16-01 City House | Singapore 068877 | D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

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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.

**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:** Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>

**Sent:** Monday, March 29, 2021 3:44 PM

**To:** Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>

**Subject:** FW: TP CLAIM : SMV6202A (AXA) AGAINST SG5423T (SMRT) DOA. 08/03/21

Dear Carol

PRI - D21000823MFBP/SMRT BUS

Thanks & Regards

Aini

Motor Claims Department

**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

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](http://www.msfirstcapital.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.

*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.*

---

**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Sent:** Monday, March 29, 2021 3:17 PM

**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Cc:** Lim Luo Shan Vion <[vion.lim.luoshan@simedarby.com.sg](mailto:vion.lim.luoshan@simedarby.com.sg)>; Azman Abdullah <[azman.abdullah@simedarby.com.sg](mailto:azman.abdullah@simedarby.com.sg)>;

Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Chua Syahirul Syazwani Irwan

<[syazwanichua@simedarby.com.sg](mailto:syazwanichua@simedarby.com.sg)>; Andy Ooi Lee Keong <[andy.ooi.leekeong@simedarby.com.sg](mailto:andy.ooi.leekeong@simedarby.com.sg)>

**Subject:** TP CLAIM : SMV6202A (AXA) AGAINST SG5423T (SMRT) DOA. 08/03/21

Dear Sirs,

Refer to the above matter.

Attached are the estimate and supporting documents for your consideration.

Please advise if liability is clear for us to proceed with Direct Settlement.

Regards,

Suhaimi

c/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0175 Fax: 6479 4601

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