

**RE: SURVEY ASSESSMENT - D21002024MFCV/1 \*\*\* LKK REF: CC4/FCI21007602/Kra3  
// ACC INV YN 9201H AND SMN 8397A ON 11/07/2021**

Vic Alpeh S. Sanghilaan <VicSanghilaan@msfirstcapital.com.sg>

Wed 7/14/2021 3:24 PM

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

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Dear Mei Kwan,

Noted with thanks.

Kind Regards,

Vic Sanghilaan  
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: [vicsanghilaan@msfirstcapital.com.sg](mailto:vicsanghilaan@msfirstcapital.com.sg) | Company Regn. No.  
195000106C

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

*Personal Data Protection Act 2012 ("PDPA"):*

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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.*

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

**Sent:** Wednesday, 14 July 2021 3:16 pm

**To:** Vic Alpeh S. Sanghilaan <VicSanghilaan@msfirstcapital.com.sg>

**Cc:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: SURVEY ASSESSMENT - D21002024MFCV/1 \*\*\* LKK REF: CC4/FCI21007602/Kra3 // ACC INV YN 9201H AND SMN 8397A ON 11/07/2021

Dear Vic,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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: Admin-D (LKKAuto)  
Sent: Tuesday, 13 July 2021 11:05 AM  
To: 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
Cc: [VICSSANGHILAN@MSFIRSTCAPITAL.COM.SG](mailto:VICSSANGHILAN@MSFIRSTCAPITAL.COM.SG)  
Subject: RE: SURVEY ASSESSMENT - D21002024MFCV/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](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: Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
Sent: Tuesday, 13 July, 2021 10:42 AM  
To: [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
Cc: [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG); [VICSSANGHILAN@MSFIRSTCAPITAL.COM.SG](mailto:VICSSANGHILAN@MSFIRSTCAPITAL.COM.SG)  
Subject: PRI: SURVEY ASSESSMENT - D21002024MFCV/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.**

**Re: Arrange survey on SMN8397A \*\*\* LKK REF : CC4/FCI21007602/Kra3**

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

Tue 10/26/2021 2:00 PM

To: City Auto IMAP <cityauto@singnet.com.sg>

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

WITHOUT PREJUDICE

Dear Vronica

Thank you for your email.

Please liaise with Vic, M/s FCI @ <vicsanghilan@msfirstcapital.com.sg>

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** City Auto IMAP <cityauto@singnet.com.sg>

**Sent:** Tuesday, October 26, 2021 1:58 PM

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

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

**Subject:** RE: Arrange survey on SMN8397A \*\*\* LKK REF : CC4/FCI21007602/Kra3

Dear Jaslin,

Kindly let us know what is the liability for this case.

Thank you.

*Vronica Law*

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate

#01-58/60/62 Singapore 575643

Tel: +65-6453 1235 ( 6 Line)

Fax: +65-6453 7944

Email: cityauto@singnet.com.sg

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**From:** cityauto@singnet.com.sg <cityauto@singnet.com.sg>

**Sent:** Wednesday, July 14, 2021 2:54 PM

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

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

**Subject:** RE: Arrange survey on SMN8397A \*\*\* LKK REF : CC4/FCI21007602/Kra3

Dear Jaslin,

We don't have any scene photo and video footage for this case.

Attached is paper that's your insured leave on our client's vehicle front windscreen.

Kindly let us know what is the status for this case.

Thank you.

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd  
Blk 8 Sin Ming Industrial Estate,  
#01-60/62 Sin Ming Road,  
Singapore 575643  
Tel : 6453 1235  
Fax : 6453 7944

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, 13 July, 2021 5:19 PM

**To:** [cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)

**Cc:** Jaslin Kok (LKK Auto); Admin A

**Subject:** RE: Arrange survey on SMN8397A \*\*\* LKK REF : CC4/FCI21007602/Kra3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

**Please provide us the following.**

- evidence i.e. video and scene photo
- **PIR result (if any)**

Thank you.

Best Regards,

**Mei Kwan** | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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:** [cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg) <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

**Sent:** Monday, 12 July 2021 4:56 pm

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

**Subject:** Arrange survey on SMN8397A

Hi Arrangement survey dept,

Kindly arrange **TP** survey on following vehicle :

**TP Survey.**

Your vehicle : YN9201H

Our vehicle : SMN8397A

D.O.A : 11/07/2021

LOCATION : Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

***Best Regards,***

*Vronica Law*

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate,

#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944



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