

Re: PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
<ChanSiauChin@smrt.com.sg>

Thu 8/12/2021 12:25 PM

To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; MTPRI <MTPRI@smrt.com.sg>; SUR <sur@lkkauto.com>  
Cc: Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>

**BUS/08/21/1004**

Best Regards,  
Karen Chan  
Claims Department  
Tel: 6556 3523

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**From:** Hui Zhen (LKK Auto) <huizhen@lkkauto.com>

**Sent:** Thursday, August 12, 2021 12:20 PM

**To:** MTPRI <MTPRI@smrt.com.sg>; SUR <sur@lkkauto.com>; Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>

**Cc:** Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Foo Chit Yan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

**Subject:** Re: PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

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Dear Karen,

Kindly assist to provide reference number.

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

**Sent:** Wednesday, August 11, 2021 2:54 PM

**To:** 'MTPRI' <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** 'Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <ChanSiauChin@smrt.com.sg>; 'Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <TanWeiTeck@smrt.com.sg>; 'Foo Chit Yan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)' <FooChitYan@smrt.com.sg>

**Subject:** RE: PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

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:** MTPRI <MTPRI@smrt.com.sg>  
**Sent:** Wednesday, 11 August, 2021 2:41 PM  
**To:** assignments@lkkauto.com; sur@lkkauto.com  
**Cc:** MTPRI <MTPRI@smrt.com.sg>; Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Foo Chit Yan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>  
**Subject:** FW: PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

Ref: TBA

Dear Summer,

Kindly survey on “ Without Prejudice” basis.

TP: SJG7704B  
Insured: SMB1335M  
Workshop: CARSMITH PRIVATE 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:** Caroline Cabrera [<mailto:Caroline@msfirstcapital.com.sg>]  
**Sent:** 11/08/2021 09:59  
**To:** MTPRI  
**Cc:** Ong Hua Yen (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Esther Lim; [executive@johnlawchambers.com](mailto:executive@johnlawchambers.com)  
**Subject:** FW: PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

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Dear Hua Yen,

Please assist and revert to workshop.

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**

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*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:** Ganesh <[executive@johnlawchambers.com](mailto:executive@johnlawchambers.com)>  
**Sent:** Wednesday, 11 August 2021 9:42 am  
**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Cc:** [info@carsmith.biz](mailto:info@carsmith.biz); [RACHEL@JOHNLAUNCHAMBERS.COM](mailto:RACHEL@JOHNLAUNCHAMBERS.COM); ADMIN <[admin@johnlawchambers.com](mailto:admin@johnlawchambers.com)>  
**Subject:** RE: PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

## **WITHOUT PREJUDICE**

Dear Sir/Madam,

We refer to our PRI request dated 06.08.2020. We have yet to receive any response.

Kindly let us have your reply by **6.00 p.m today**, failing which we will commence repairs without further reference to you. All of our client's rights are expressly reserved.  
Thank you.

With Regards,

**GANESH.V**

JOHN LAW CHAMBERS LLC  
133 NEW BRIDGE ROAD,  
#17-09, CHINATOWN POINT  
SINGAPORE 059413.  
TEL: 65926983  
DID: 88201591  
FAX: 65926985

- **We have relocated, kindly update our latest address in your system.**

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**From:** [ADMIN@JOHNLAUNCHAMBERS.COM](mailto:ADMIN@JOHNLAUNCHAMBERS.COM) <[ADMIN@JOHNLAUNCHAMBERS.COM](mailto:ADMIN@JOHNLAUNCHAMBERS.COM)>  
**Sent:** Friday, August 6, 2021 2:23:53 PM  
**To:** [MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg) <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Subject:** PRI - SJG7704B || Our Ref: JLC.2021.2605.PD

## **WITHOUT PREJUDICE**

**OUR REF: JLC.2021.2605.PD**

**YR REF: TO BE ADVISED**

**OUR VEH: SJG7704B**

**YR VEH: SMB1335M**

**DOA: 05/08/2021**

**LOC: JALAN EUNOS**

06.08.2021

**MS FIRST CAPITAL INSURANCE LTD**

36, ROBINSON ROAD,  
#16-01 CITY HOUSE  
SINGAPORE 068877.

**BY EMAIL**

**ACCIDENT INVOLVING MOTOR VEHICLES SJG7704B AND SMB1335M ALONG JALAN EUNOS ON 05.08.2021.**

Dear Sir/Madam,

We act for the owner of the vehicle no. **SJG7704B**

We are instructed to claim damages against you in connection with the above accident.

Pursuant to NIMA protocol, we hereby give you notice to conduct a pre-repair inspection of our client's motor vehicle at the under-stated workshop:-

**CARSMITH PRIVATE LIMITED**

13 Kaki Bukit Road 4  
#01-20 Bartley Biz Centre  
Singapore 417807  
Person-In-Charge: Alex / Daniel  
Mobile Number: 9091 0000 / 9385 8911

TAKE NOTICE that you are required to respond to us within **2 working days** (excluding Saturday, Sunday and Public Holiday) of receipt of this notice as to whether you wish to carry out or waive a pre-repair inspection. If we do not hear from you in this regard by the stipulated time, we shall construe your silence as a waiver of the requirement for a pre-repair inspection and our client's repairers shall proceed to repair our client's vehicle.

Please contact us at **6592 6983** or email us at [executive@johnlawchambers.com](mailto:executive@johnlawchambers.com) / [admin@johnlawchambers.com](mailto:admin@johnlawchambers.com) for future correspondences.

Thank you.

Regards

***JOLENE***

JOHN LAW CHAMBERS LLC  
133 NEW BRIDGE ROAD,  
#17-09, CHINATOWN POINT  
SINGAPORE 059413.  
TEL: 65926983  
DID: 88201169  
FAX: 65926985

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