

Re: O/Ref: D21000920MFSH TAX/03/21/2066/JG TPV: SME281A IV: SHD6234L DOA: 20.03.2021

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Fri 24/9/2021 4:35 PM

To: Esther Lim <EstherLim@msfirstcapital.com.sg>; Gan Kwai Leng (Strides Automotive Services Pte Ltd) <KwaiLeng.Gan@strides.com.sg>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

 3 attachments (588 KB)

SMR_LKKInvoice_AC2106643.pdf; LKKLetter_SME 281A.pdf; LKKAdjustment.pdf;

Dear Sir/Madam,

Due to Hui Zhen's Absence

Enclosed our report.

Apologise for the delay

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

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

Sent: Friday, 24 September 2021 9:26 am

To: Gan Kwai Leng (Strides Automotive Services Pte Ltd) <KwaiLeng.Gan@strides.com.sg>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: FW: O/Ref: D21000920MFSH TAX/03/21/2066/JG TPV: SME281A IV: SHD6234L DOA: 20.03.2021

Dear Joey

It is almost coming to 1 month and we are still waiting for their survey report despite several reminders.

Please advise LKK to expedite on the survey report so that we can offer settlement within the protocol time line. LOD was received on 27.08.2021.

We do not wish that the matter to be drifted to any litigation due to the delay in our negotiation.

Please let us have the report by **30.09.2021**.

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.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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: Gan Kwai Leng (Strides Automotive Services Pte Ltd) <KwaiLeng.Gan@strides.com.sg>

Sent: Thursday, 16 September 2021 2:06 pm

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

Subject: RE: O/Ref: D21000920MFSH TAX/03/21/2066/JG

Dear Esther,

We had sent a chaser to the surveyor.

Thanks & Regards,
Joey

From: Esther Lim [<mailto:EstherLim@msfirstcapital.com.sg>]

Sent: Thursday, 16 September 2021 12:42 PM

To: Gan Kwai Leng (Strides Automotive Services Pte Ltd)

Subject: RE: O/Ref: D21000920MFSH TAX/03/21/2066/JG

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

REMINDER

From: Gan Kwai Leng (Strides Automotive Services Pte Ltd) <KwaiLeng.Gan@strides.com.sg>
Sent: Tuesday, 7 September 2021 8:27 am
To: Esther Lim <EstherLim@msfirstcapital.com.sg>
Subject: RE: O/Ref: D21000920MFSH TAX/03/21/2066/JG

Dear Esther,

We are chasing the surveyor.

Thanks & Regards,
Joey

From: Esther Lim [<mailto:EstherLim@msfirstcapital.com.sg>]
Sent: Monday, September 6, 2021 4:35 PM
To: Gan Kwai Leng (Strides Automotive Services Pte Ltd)
Subject: RE: O/Ref: D21000920MFSH TAX/03/21/2066/JG

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

URGENT

Dear Joey

Please forward survey report.

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.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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: Esther Lim
Sent: Tuesday, 31 August 2021 4:29 pm
To: Gan Kwai Leng (Strides Automotive Services Pte Ltd) <KwaiLeng.Gan@strides.com.sg>
Subject: RE: O/Ref: D21000920MFSH SHD6234L DOA: 20.03.2021

Dear Joey

Please proceed for paper survey.

Please refer to the LOD which was forwarded to you on 27.08.2021.

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.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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: Gan Kwai Leng (Strides Automotive Services Pte Ltd) <KwaiLeng.Gan@strides.com.sg>
Sent: Tuesday, 31 August 2021 4:13 pm
To: Esther Lim <EstherLim@msfirstcapital.com.sg>
Subject: RE: O/Ref: D21000920MFSH SHD6234L DOA: 20.03.2021

Dear Esther,

Our Ref: TAX/03/21/2066/JG

No PRI was conducted by our surveyor as our driver is not liable towards the accident.

Please advise if you would like LKK or our in-house surveyor to raise the paper survey report.

Thanks & Regards,
Joey

From: Esther Lim [<mailto:EstherLim@msfirstcapital.com.sg>]
Sent: Tuesday, 31 August 2021 3:47 PM
To: Gan Kwai Leng (Strides Automotive Services Pte Ltd)
Subject: O/Ref: D21000920MFSH SHD6234L DOA: 20.03.2021

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Joey

Please let us have the survey report and CCTV asap.

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.

If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it.

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 email.

