

Mei Kwan (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Thursday, September 9, 2021 8:42 AM
To: 'Esther Lim'; assignments; Admin A
Subject: RE: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

Dear Esther,

Noted with thanks.

Dear Admin A,

Kindly assist.

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: Esther Lim <EstherLim@msfirstcapital.com.sg>
Sent: Wednesday, 8 September, 2021 6:57 PM
To: Summer (LKK Auto <admin-d@lkkauto.com>
Subject: FW: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

Dear Summer

Please withdraw PRI assignment.

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



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.

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From: Esther Lim
Sent: Wednesday, 8 September 2021 6:55 pm
To: Woon Meng <woonmeng@singnet.com.sg>
Cc: Caroline Cabrera <Caroline@msfirstcapital.com.sg>; Summer (LKK Auto <admin-d@lkkauto.com>
Subject: RE: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

Dear Sirs

Please be informed that your client's insurer, Ergo Insurance, has already settled our Insured's property damage claim in full.

Hence, we are unable to consider your client's claim.

Thank you.

Regards
Esther Lim
Motor Claims

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From: Woon Meng <woonmeng@singnet.com.sg>
Sent: Wednesday, 8 September 2021 4:17 pm
To: Esther Lim <EstherLim@msfirstcapital.com.sg>
Cc: Caroline Cabrera <Caroline@msfirstcapital.com.sg>
Subject: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

Dear Esther,

We refer to the matter below for your kind attention.

Please let us know soonest once the investigation has completed, we will arrange with our insured to put down their vehicle.

Thank you & Warmest Regards,

Woon Meng Motor Pte Ltd

50, Bukit Batok Street 23
#01-06 Midview Building, Singapore (659578)
Tel : 63161131 / 63161151 || Fax : 63167050

From: Esther Lim <EstherLim@msfirstcapital.com.sg>
Sent: Wednesday, 8 September 2021 4:13 PM
To: Woon Meng <woonmeng@singnet.com.sg>
Cc: Caroline Cabrera <Caroline@msfirstcapital.com.sg>
Subject: RE: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

**WITHOUT PREJUDICE
SAVE AS TO COSTS**

Dear Sirs

Our insured has reported.

We are still investigating into the matter and unable to comment on liability.

Aside to Carol – Please arrange for PRI – TP choose LKK.

Thank you.

Regards
Esther Lim
Motor Claims

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We appreciate your kind understanding. Stay safe.

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



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From: Woon Meng <woonmeng@singnet.com.sg>

Sent: Wednesday, 8 September 2021 4:02 pm

To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>

Subject: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

Dear Sirs/Madam,

We refer to the matter below for your kind attention.

Kindly assist to advise if your insured has lodged the accident report and the liability for this case. Please also be informed that we select LKK Auto Consultants Pte Ltd to conduct the survey.

Thank you & Warmest Regards,

Woon Meng Motor Pte Ltd

50, Bukit Batok Street 23

#01-06 Midview Building, Singapore (659578)

Tel : 63161131 / 63161151 || Fax : 63167050

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Wednesday, 8 September 2021 3:39 PM

To: WOONMENG@SINGNET.COM.SG

Subject: PRI REQUEST : FC REF: SBS6356K. (D21002504MFBP) & TP REF: XE4409T. (XE4409T) ACCIDENT ON 03-09-2021

Dear Sir,

We refer to your request dated Sep 8 2021 6:04PM.

Please click on the below link to access our list of surveyors for your reference. Kindly select from our list and inform us of your choice within next 2 days. In case of any difficulties in accessing the link, please reply to this email with your query.

[Click Here](#) for list of surveyors

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

We wish to highlight:

If you do not agree to any of the surveyors from the list, please click on Decline button & you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank You

Thanks and Regrds

MS First Capital Insurance Ltd

cwsmotorclaims@msfirstcapital.com.sg