

**Re: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2**

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

Tue 5/10/2021 4:14 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Dear Eric,

Enclosed our survey report

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>

**Sent:** Tuesday, 5 October 2021 1:04 pm

**To:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Subject:** RE: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Denise,

Noted on your email below.

Thank you for your kind assistance.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

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

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

**Sent:** Tuesday, 5 October 2021 12:00 pm

**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Subject:** Re: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Eric,

Our surveyor has adjusted at a reasonable repair cost lump sum \$1550/-, 4 Repair Days

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Monday, 4 October 2021 3:54 pm

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Denise,

We refer to our email since 22.09.2021.

Please advise us on reasonable COR & repair days.

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

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

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**From:** Eric Woo

**Sent:** Wednesday, 22 September 2021 1:56 pm

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Denise,

Noted and we await your advise.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** Wednesday, September 22, 2021 9:40 AM  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** Re: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Eric,

Our Surveyor is still in the midst of reviewing.

Will update you on the reasonable sum for the cost of repair and repair days once review has completed.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Sent:** Wednesday, 22 September 2021 9:10 am  
**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Steve / Denise,

Would appreciate if you can assist to advise us on the reasonable sum for the cost of repair and repair days.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848

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

**Sent:** Monday, September 20, 2021 3:06 PM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Eric,

Thank you for your email.

Our respective surveyor / case handler will look into the matter and get back to you in due course.

**Hi Steve / Denise,**

**Kindly assist.**

***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:** Eric Woo [<mailto:EricWoo@msfirstcapital.com.sg>]

**Sent:** Monday, September 20, 2021 2:24 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Our Ref: D20003965MFSH Your Ref: CS3/FCI20010742/Etd3e2

Dear Sir,

We refer to the attached survey.

Would appreciate if you can assist to provide us a reasonable value for the cost of repair and number of repair days.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
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