

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, November 17, 2021 10:07 PM  
**To:** 'Eric Woo'  
**Cc:** Jaslin Kok (LKK Auto); Admin A  
**Subject:** RE: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021 \*\*\* LKK REF: CC4/FCI21010423/R1ra3  
**Attachments:** Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF; LKK SURVEY PHOTO.PDF

Dear Eric,

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

Kindly 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, November 16, 2021 9:25 AM  
**To:** 'Eric Woo' <EricWoo@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

Dear Eric,

Noted with thanks.

According to the repairer they just arrange today survey with us, by the time vehicle is not in the workshop.

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.

---

**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Sent:** Tuesday, 16 November, 2021 9:04 AM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** FW: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021  
**Importance:** High

Dear LKK,


Please refer to workshop email below.

Please assist on the survey on urgent basis.

Kindly advise us the reason why the survey is not done yet.

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:** PBSP <[pml-pbsp@simeдарby.com.sg](mailto:pml-pbsp@simeдарby.com.sg)>  
**Sent:** Tuesday, 16 November 2021 8:42 am  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>  
**Cc:** Foong Shiuh Jye <[foong.shiuh.jye@simeдарby.com.sg](mailto:foong.shiuh.jye@simeдарby.com.sg)>  
**Subject:** Re: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

Hi Eric

Would appreciate it if you can assist to arrange survey today. Car is in workshop.

Thank you.

Best regard,

Juraidah

Bodyshop

BMW

Performance Motors Ltd

DDI: +65 6319 0175

FAX: +65 6479 4601

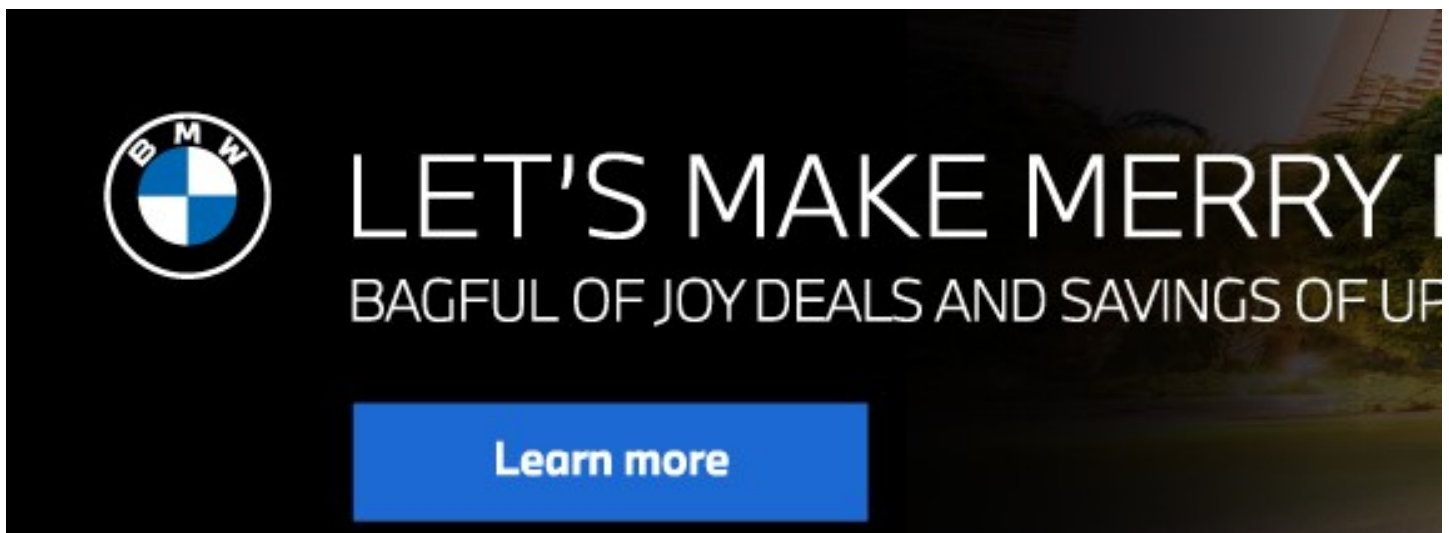
Address: 303 Alexandra Road, Singapore 159941

Email: [pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

**Sime Darby Motors**

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

**Sent:** Tuesday, 26 October 2021 10:46 AM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>

**Subject:** RE: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

**[External Mail] This email originated from outside of the organisation; be careful with requests, attachments and links.**

Without Prejudice

Dear Evelyn,

Your Ref: SKT2070Z

Our Ref: D21002818MFCV

#### **ACCIDENT INVOLVING GBL4699U & SKT2070Z ON 07.10.2021**

We are agreeable to direct settlement.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressly reserved.

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:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Sent:** Tuesday, 26 October 2021 10:24 am

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>

**Subject:** Re: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

Hi Eric,

Thank you for your prompt reply, please advise on liability soonest.

Thank you.

Best regard,

Evelyn

Bodyshop

BMW

Performance Motors Ltd

DDI: +65 6319 0175

FAX: +65 6479 4601

Address: 303 Alexandra Road, Singapore 159941

Email: [pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

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

**Sent:** Tuesday, 26 October 2021 10:21 AM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>

**Subject:** RE: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

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Without Prejudice

Dear Suhaimi,

Your Ref: SKT2070Z

Our Ref: D21002818MFCV

#### **ACCIDENT INVOLVING GBL4699U & SKT2070Z ON 07.10.2021**

We refer to your email below.

Our insured driver had reported accident.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressively reserved.

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)

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**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Sent:** Tuesday, 26 October 2021 10:09 am

**To:** Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>

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

**Subject:** Re: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

Hi Henry,

Any update?

Thank you.

Best regard,

Evelyn

Bodyshop

BMW

Performance Motors Ltd

DDI: +65 6319 0175

FAX: +65 6479 4601

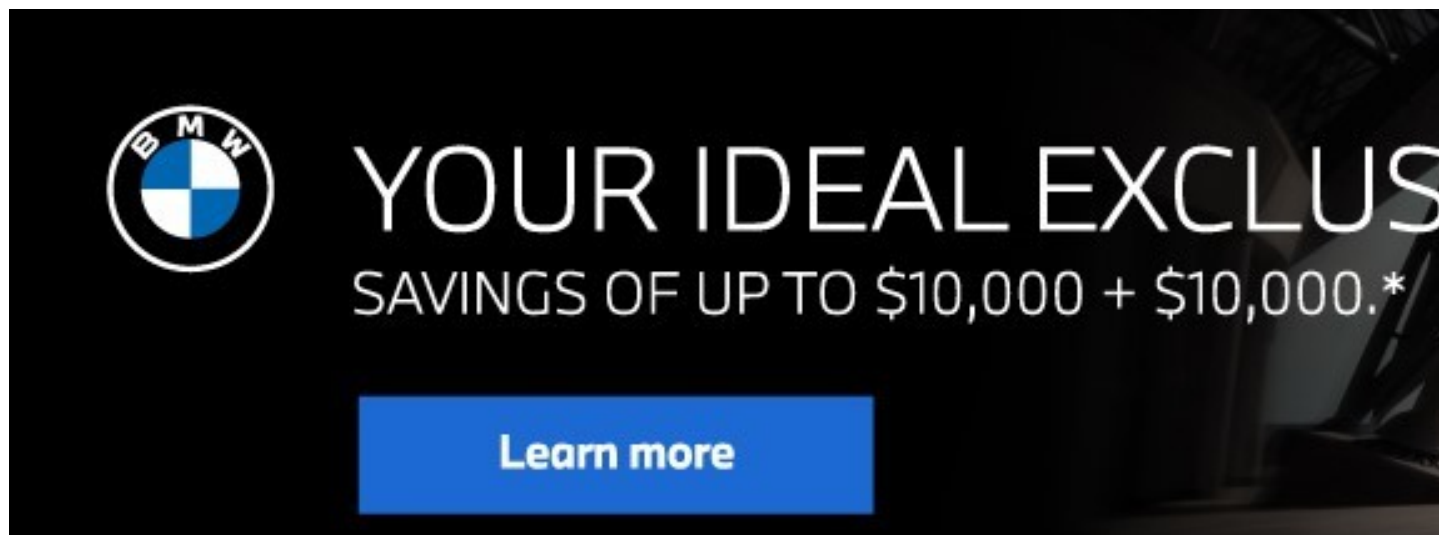
Address: 303 Alexandra Road, Singapore 159941

Email: [pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)

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**From:** Henry Kao <[HenryKao@msfirstcapital.com.sg](mailto:HenryKao@msfirstcapital.com.sg)>

**Sent:** Tuesday, 19 October 2021 9:33 AM

**To:** PBSP <[pml-pbsp@sime-darby.com.sg](mailto:pml-pbsp@sime-darby.com.sg)>

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

**Subject:** RE: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

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Hi Suhaimi,

Your Ref: SKT 2070Z

Our Ref: D21002818/PTE/EW – TPD1

**ACCIDENT INVOLVING GBL 496U & SKT 2070Z ON 07/10/2021**

We refer to the above matter and your preceding email dated 18/10/2021.

Our insured driver have not reported the accident.

We reserved our rights under the policy should there be any breached of policy conditions.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressively reserved.

Best Regards



Henry Kao  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3584 | Fax No. : 6507 3849 | Email: [henrykao@msfirstcapital.com.sg](mailto:henrykao@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
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**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Sent:** Monday, 18 October 2021 5:07 pm

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

**Cc:** Foong Shiuh Jye <[foong.shiuh.jye@simedarby.com.sg](mailto:foong.shiuh.jye@simedarby.com.sg)>

**Subject:** Re: Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

Dear Eric,

Has your insured reported the accident?

Thank you.

Best regard,

Suhaimi

Bodyshop

BMW

Performance Motors Ltd

DDI: +65 6319 0175

FAX: +65 6479 4601

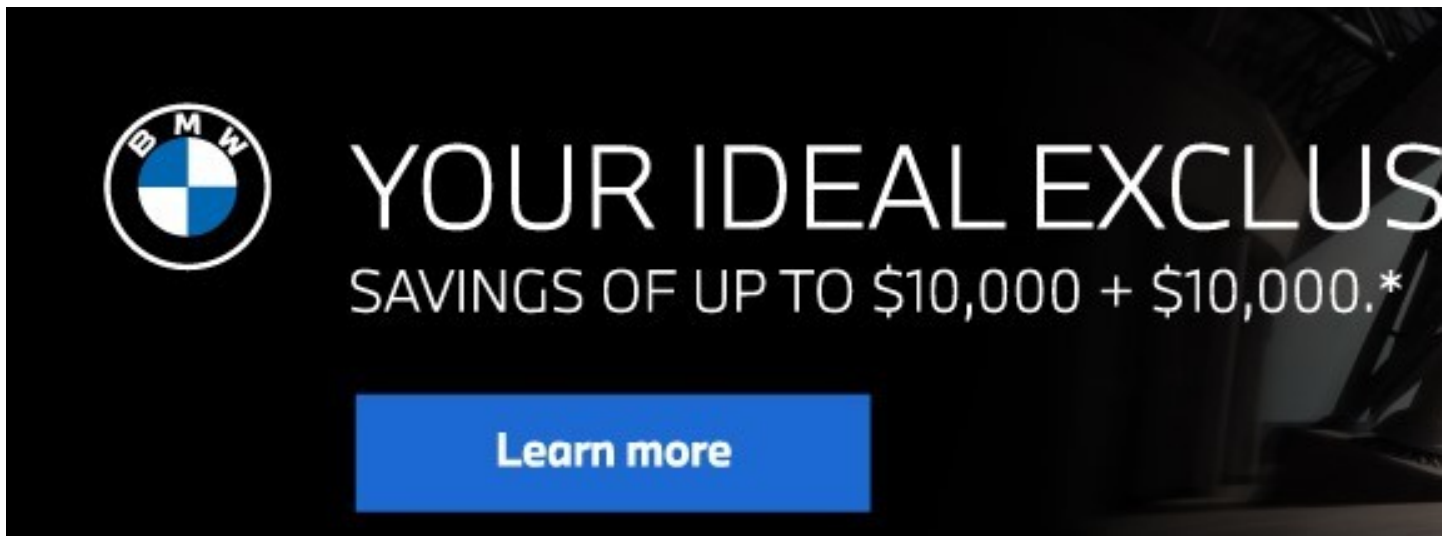
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Email: [pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

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---

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

**Sent:** Friday, 8 October 2021 4:12 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** Foong Shiuh Jye <[foong.shiuh.jye@simedarby.com.sg](mailto:foong.shiuh.jye@simedarby.com.sg)>

**Subject:** Our Ref: D21002818MFCV REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

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Without Prejudice

Dear Evelyn,

We refer to your email below.

Our insured's driver have yet to report accident, thus we are unable to advise on liability.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressively reserved.

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)  
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**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>  
**Sent:** Friday, 8 October 2021 10:58 am  
**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Cc:** Foong Shiuh Jye <[foong.shiuh.jye@simedarby.com.sg](mailto:foong.shiuh.jye@simedarby.com.sg)>  
**Subject:** REQ FOR DIRECT SETTLEMENT SKT2070Z AND GBL469U ON 07.10.2021

Dear Sirs,

Refer to the above matter.

Attached are the estimate and supporting documents for your consideration.

Please advise if liability is clear for us to proceed with Direct Settlement.

Thank you.

Best regard,

Evelyn

Bodyshop

BMW

Performance Motors Ltd

DDI: +65 6319 0175

FAX: +65 6479 4601

Address: 303 Alexandra Road, Singapore 159941

Email: [pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)

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