

Veron Chen (LKKAUTO)

From: Esther Lim <EstherLim@msfirstcapital.com.sg>
Sent: Thursday, 16 December 2021 11:45 AM
To: Veron Chen (LKKAUTO)
Subject: RE: NEW ASSIGNMENT (OD CLAIM)-XE 2870G O/Ref: D21003069MFVS/PTE/OD

Dear Veron

We are not aware of the arrangement of 20% mark up on the costs price for OD claim.

Alternatively, you may wish to check with your surveyors based on past precedent cases that have been handled by LKK.

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.

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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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 15 December 2021 11:14 am
To: Esther Lim <EstherLim@msfirstcapital.com.sg>
Subject: FW: NEW ASSIGNMENT (OD CLAIM)-XE 2870G O/Ref: D21003069MFVS/PTE/OD

Dear Esther,

Would like check any mark up 20% when repairer estimate is on cost price

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Wednesday, 3 November 2021 5:57 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: FW: NEW ASSIGNMENT (OD CLAIM)-XE 2870G O/Ref: D21003069MFVS/PTE/OD

Dear Veron

We hereby authorise the repair at \$4,571.76 and an Excess of \$3,000.00 is applicable.

Thank you.

Regards
Esther Lim
Motor Claims

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Wednesday, 3 November 2021 5:27 pm

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

Cc: Aini Binte <Aini@msfirstcapital.com.sg>

Subject: FW: NEW ASSIGNMENT (OD CLAIM)-XE 2870G O/Ref: D21003069MFVS/PTE/OD

Dear Esther,

Kindly let us have your authorised please.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Wednesday, 3 November 2021 2:26 PM

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

Cc: Aini Binte <Aini@msfirstcapital.com.sg>

Subject: RE: NEW ASSIGNMENT (OD CLAIM)-XE 2870G O/Ref: D21003069MFVS/PTE/OD

Dear Esther,

Enclosed preliminary revised of vehicle XE 2870G

Date of survey: 3/11/21

Number of days (estimated) : 2 days

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Wednesday, 3 November 2021 2:22 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Aini Binte <Aini@msfirstcapital.com.sg>

Subject: RE: NEW ASSIGNMENT (OD CLAIM)-XE 2870G O/Ref: D21003069MFVS/PTE/OD

Dear Veron

Excess of \$3,000.00 is applicable to section I (OD).

Please revert on the revise repairs cost before authorised repair.

Thank you.

Regards
Esther Lim
Motor Claims

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Wednesday, November 3, 2021 1:38 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Aini Binte <Aini@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: NEW ASSIGNMENT (OD CLAIM)-XE 2870G

Dear Aini,

Kindly provides policy excess.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

-----Original Message-----

From: Admin-D (LKKAuto)

Sent: Tuesday, 2 November 2021 3:03 PM

To: 'Aini Binte' <Aini@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Esther Lim' <EstherLim@msfirstcapital.com.sg>

Subject: RE: NEW ASSIGNMENT (OD CLAIM)

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 | 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.

-----Original Message-----

From: Aini Binte <Aini@msfirstcapital.com.sg>

Sent: Tuesday, 2 November, 2021 2:51 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: sam@sngahtee.com; Esther Lim <EstherLim@msfirstcapital.com.sg>

Subject: NEW ASSIGNMENT (OD CLAIM)

Insured Vehicle No : XE2870G

TP Vehicle No :

Claim No : D21003069MFVS

Workshop Name : SNG AH TEE MOTOR & PANEL SERVICE PTE LTD

Our Surveyor : LKK AUTO CONSULTANTS PTE LTD

Instructions : Authorise if in order

Created By : AINI

Verified By : ESTHER

Approved By : ESTHER

This is a computer generated mail. Do not reply to this mail.