

## Elaine (LKK Auto)

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**To:** karentan@msfirstcapital.com.sg  
**Cc:** Shiau Chan (LKKAuto); SUR; 'Huey Yon (LKKAuto)'  
**Subject:** RE: REQUEST FOR SURVEY REPORT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)  
**Attachments:** FCI2-LKKInvoice-AC2108872.pdf; GIA Rpt.pdf; LKKAdjustment(Amended).pdf; LKKInspection.pdf; LKKPhoto.pdf; Resurvey Photo-1.pdf; Supplementary.pdf

Dear Karen,

Enclosed herewith amended report.

Thank you.

Best Regards,

**ELAINE** | Reports  
**LKK Auto Consultants Pte.Ltd.**  
Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: [report@lkkauto.com](mailto:report@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

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**From:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>  
**Sent:** Monday, 27 December 2021 12:37 pm  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** REQUEST FOR SURVEY REPORT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Sirs/Madam,  
We have received the OD claim from the workshop.

Kindly let us have the Survey Report soonest.

*Best Regards,*

*Karen Tan*  
Motor Claims Dept.  
MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C  
A Member of **MS&AD** INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):  
Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://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.

*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.*

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**From:** Shiao Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Friday, 10 December 2021 3:07 pm  
**To:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Karen,

According to our surveyor, those supplementary items were fitted inside the front bumper. The bumper was made of plastic. This is because the plastic is meant to crumple and flex back to the impact energy. Those supplementary items were fitted close to front bumper. Hence that is consistent to the accident.

Best Regards,

**Shiao Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>  
**Sent:** Thursday, 9 December 2021 10:43 AM  
**To:** Shiao Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Shiao Chan,

Are the supplementary items resulted from the accident?

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

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

From: Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

Sent: Thursday, 9 December 2021 10:32 am

To: Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>

Cc: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Subject: RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Karen,

Enclosed herewith 2nd preliminary advice of SLS 5286S.

Kindly approve on supplementary.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>

Sent: Monday, 22 November 2021 2:38 PM

To: Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

Cc: SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

Subject: RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Shiau Chan,

You may proceed to authorise repair.

The policy carries an excess of \$750.00.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

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We appreciate your kind understanding. Stay safe.

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 22 November 2021 2:34 pm

To: Karen Tan <karentan@msfirstcapital.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Karen,

Enclosed herewith preliminary advice of SLS 5286S.  
We have not authorise repair.

Kindly advise on authorisation and excess.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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) <admin-d@lkkauto.com>

Sent: Monday, 22 November 2021 11:18 am

To: 'Karen Tan' <karentan@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)

Dear Karen,

Thank you for your email.

Dear Shiau Chan,

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.

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

From: Karen Tan <karentan@msfirstcapital.com.sg>

Sent: Monday, 22 November, 2021 11:05 AM

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

Subject: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT  
(SLS5286S)

Dear Sirs/Madam,

To enable us to authorise repair, kindly advise the adjusted sum for this OD claim soonest.

Best Regards,

Karen Tan

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507  
3582 | Fax No. : 6507 3849 | Company Regn.  
No. 195000106C

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We appreciate your kind understanding. Stay safe.

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

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
Sent: Monday, 22 November 2021 10:55 am  
To: Aini Binte <Aini@msfirstcapital.com.sg>; 'assignments@lkkauto.com' <assignments@lkkauto.com>  
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Karen Tan <karentan@msfirstcapital.com.sg>  
Subject: RE: [EXT] NEW ASSIGNMENT (OD CLAIM)

Hi,

Vehicle had been survey, please let us know if claim authorised.

Best Regards,

Tang Shu Shi  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7217  
Mobile: +65 9386 7833  
Main Line : +65 6305 7299  
Main Fax: +65 6474 364  
Email: shushi.tang@vw.com.sg  
<https://www.volkswagen.com.sg/>

Internal

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

From: Aini Binte <Aini@msfirstcapital.com.sg>  
Sent: Friday, 19 November 2021 2:29 pm  
To: 'assignments@lkkauto.com' <assignments@lkkauto.com>  
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Karen Tan <karentan@msfirstcapital.com.sg>  
Subject: [EXT] NEW ASSIGNMENT (OD CLAIM)

Insured Vehicle No : SLS5286S  
TP Vehicle No :  
Claim No : D21003221MVPC

Workshop Name : VOLKSWAGEN GROUP SINGAPORE PTE LTD  
Our Surveyor : LKK AUTO CONSULTANTS PTE LTD  
Instructions : Revert for instructions  
(Non-Reporting)  
Created By : AINI  
Verified By : KARENT  
Approved By : KARENT

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