

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 9 December 2021 10:32 AM
To: Karen Tan
Cc: SUR
Subject: RE: URGENT! ASSIGNMENT (OD CLAIM) - MSFC REF: D21003221MVPC/OD/KT (SLS5286S)
Attachments: SLS5286S SUPPLEMENTARY.pdf; SLS5286S 2nd IA.pdf

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 | 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>
Sent: Monday, 22 November 2021 2:38 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <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

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.

-----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.

FYNa Our Ref : CS/FCI21011809/Eqf3

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 Mei (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.