

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 18 February, 2022 9:29 AM  
**To:** 'Esther Lim'  
**Cc:** Admin A  
**Subject:** RE: O/Ref: D21003401M/PTE/TPD1  
**Attachments:** LKK REPORT \_ PHOTO.pdf

Dear Esther,

Report amended.

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:** Esther Lim <EstherLim@msfirstcapital.com.sg>  
**Sent:** Monday, 14 February, 2022 1:36 PM  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Subject:** O/Ref: D21003401M/PTE/TPD1

Dear Mei Kwan

Please advise your surveyor to amend the recommended costs of repairs to \$11,638.35 instead of \$11,638.33. Please refer to the Preliminary Advice.

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

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**Change of email address**[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)

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---

**From:** Esther Lim

**Sent:** Monday, 14 February 2022 10:49 AM

**To:** Aini Binte <[Aini@msfirstcapital.com.sg](mailto:Aini@msfirstcapital.com.sg)>

**Subject:** NEW LOD - O/Ref: D21003401M/PTE/TPD1 - YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Dear Aini

LOD

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.*

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**From:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>

**Sent:** Monday, 14 February 2022 9:49 AM

**To:** Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>

**Cc:** Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>;

Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>

**Subject:** RE: O/Ref: D21003401M/PTE/TPD1 - YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Hi Esther,

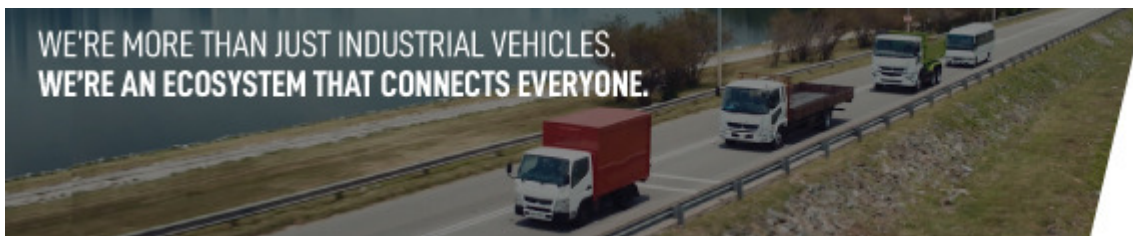
We have attached above our Letter of Demand and rest of the necessary documents.  
Kindly refer to Letter of Authority, our customer had empowered GOLDBELL to sign the DV.  
Therefore please send us the workshop discharge voucher (release voucher).  
Thank you



**Liew Si Ming | Assistant, Motor Claims Admin**  
Goldbell Engineering Pte Ltd

t: | m: | f: | w: [www.goldbell.com.sg](http://www.goldbell.com.sg)

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

**Sent:** Friday, December 10, 2021 3:54 PM

**To:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>

**Cc:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: O/Ref: D21003401M/PTE/TPD1 - YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Si Ming

We agree to a direct settlement with quantum to be agreed, with the no. of days for loss of use/loss of rental to be consistent as recommended by our appointed surveyor.

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.*

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**From:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>

**Sent:** Friday, 10 December 2021 10:05 am

**To:** Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>

**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>; Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>

**Subject:** RE: O/Ref: D21003401M/PTE/TPD1 - YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Hi Esther,

Estimate and scene footage attached.

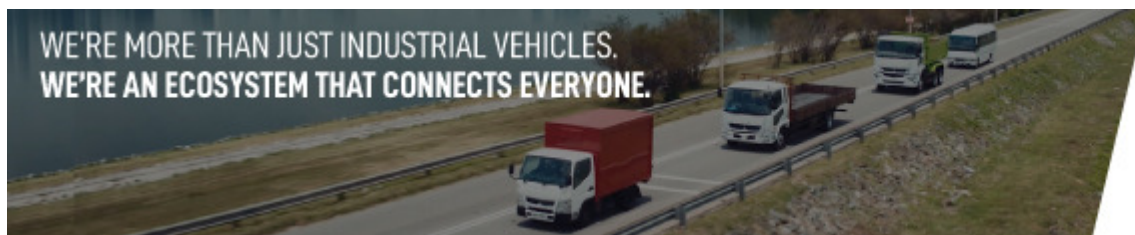
Thank You.



**Liew Si Ming | Assistant, Motor Claims Admin**  
Goldbell Engineering Pte Ltd

t: | m: | f: | w: [www.goldbell.com.sg](http://www.goldbell.com.sg)

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

**Sent:** Thursday, December 9, 2021 10:36 AM

**To:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>

**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>; Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>

**Subject:** O/Ref: D21003401M/PTE/TPD1 - YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Si Ming

Please let us have the video footage and the estimate.

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.*

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**From:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>  
**Sent:** Thursday, 9 December 2021 10:22 am  
**To:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>  
**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>; Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>  
**Subject:** RE: YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Hi Joanne,

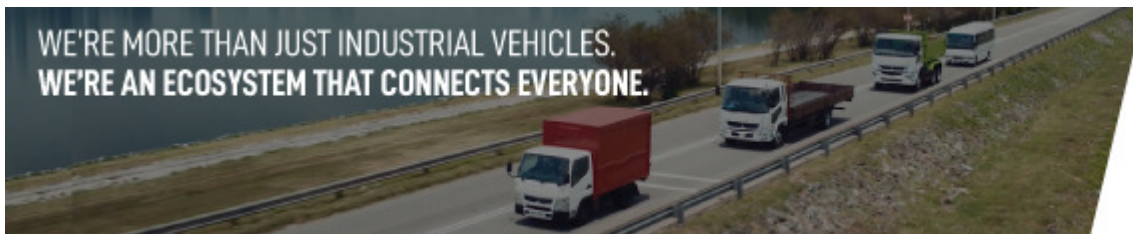
I'm contactable at 97397127.



**Liew Si Ming | Assistant, Motor Claims Admin**  
Goldbell Engineering Pte Ltd

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**From:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>  
**Sent:** Thursday, December 9, 2021 10:21 AM  
**To:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>  
**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>; Caroline Cabrera <[Caroline@msfirstcapital.com.sg](mailto:Caroline@msfirstcapital.com.sg)>  
**Subject:** RE: YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Hi Sir,

May we have your contact number.

Thank you and Regards,  
Joanne Tan  
Motor Claims

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**From:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>  
**Sent:** Thursday, 9 December 2021 9:59 am  
**To:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>  
**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>; Harminder Kaur <[Harminder@msfirstcapital.com.sg](mailto:Harminder@msfirstcapital.com.sg)>  
**Subject:** RE: YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

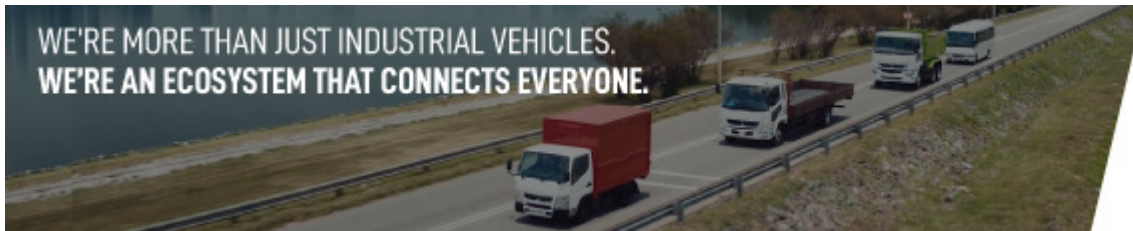
Hi Joanne,

We will be going ahead with the survey with:  
- LKK Auto Consultants Pte Ltd – 6256 3561

May I also know if the quantum of liability?  
Thank You.



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**From:** Joanne Tan Jo Ann <[joannetan@msfirstcapital.com.sg](mailto:joannetan@msfirstcapital.com.sg)>  
**Sent:** Thursday, December 9, 2021 9:34 AM  
**To:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>  
**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Esther Lim <[EstherLim@msfirstcapital.com.sg](mailto:EstherLim@msfirstcapital.com.sg)>; Harminder Kaur <[Harminder@msfirstcapital.com.sg](mailto:Harminder@msfirstcapital.com.sg)>  
**Subject:** YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Dear Sir,

Our Ref: D21/3401/PTE/EL

We refer to your survey request dated 08/12/21.

For the time being, we provide the list hereunder for this matter.  
We only have 7.

"If you do not agree to any surveyor below, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list to conduct the pre-repair survey. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle. Our survey will be appointed within 2 working days of your email.

- Automobile Inspection Services – 6286 0155
- AutoProbe Consultants – 6269 9235
- Premier Appraisal Services- 6554 2269
- Priority Services – 6293 4867
- VP Appraisal (Victor Png) – 9851 1914
- LKK Auto Consultants Pte Ltd – 6256 3561
- VICOM Ltd – 6455 5555

Please revert as soon as possible.

Thank you and Regards,  
Joanne Tan  
Motor Claims

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**From:** Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>  
**Sent:** Wednesday, 8 December 2021 4:48 pm  
**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>  
**Cc:** Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>  
**Subject:** YQ3208M and YQ3820U TP Claims, Date of Accident 08/12/2021 at Near 19 Joo Koon Crescent

Dear Officer-in-Charge,

Our customer **NAM LEE PRESSED METAL INDUSTRIES LIMITED**, had made an accident reporting with us and would like us to handle their 3<sup>rd</sup> party claim against **YQ3820U**.  
Attached above is our customer's SAS and kindly advice on quantum of liability.

If the liability is in favor to our customer, we will seek your surveyor attendance at **GOLDBELL TUAS** for PRS and direct settlement.  
Kindly contact our Motor Claims Officer Si Ming for survey arrangement as vehicle still with customer.

Thank you.



**Liew Si Ming | Assistant, Motor Claims Admin**  
Goldbell Engineering Pte Ltd

t: | m: | f: | w: [www.goldbell.com.sg](http://www.goldbell.com.sg)

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