

## Hsiao Tong (LKKAuto)

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**From:** Steve Chen (LKK Auto)  
**Sent:** Friday, 13 May 2022 3:28 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; assignments  
**Subject:** [Paper Survey] - Y/ref: GBK7846Z O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3 MSFCIL: D22000056MFCV/PTE/TPD-2  
**Attachments:** SJF 797 Paper survey.pdf

Done

Best Regards,  
**Steven Chen** | Automotive Assessor  
**LKK Auto Consultants Pte Ltd**  
Phone: 81117723/6256-3561 | email: [stevenfoong@lkkauto.com](mailto:stevenfoong@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Friday, 13 May 2022 12:14 pm  
**To:** Steve Chen (LKK Auto) <SteveChen@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** [Paper Survey] - Y/ref: GBK7846Z O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3 MSFCIL: D22000056MFCV/PTE/TPD-2

Hi Steve,

Kindly assist to do paper survey.

Thank you.

Best Regards,  
**Hsiao Tong, Chew (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |  
HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |  
S(408933)

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**From:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Sent:** Thursday, 12 May 2022 2:52 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: Y/ref: GBK7846Z O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3 MSFCIL: D22000056MFCV/PTE/TPD-2

Dear Mei Kwan,

As per our tele-conversation, attached as per request.

Thank you

Best Regards

Rachel Wu  
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**A Member of MS&AD Insurance Group**

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**From:** Rachel Wu  
**Sent:** Thursday, May 12, 2022 2:43 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Y/ref: GBK7846K O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3 MSFCIL: D22000056MFCV/PTE/TPD-2

Dear Mei Kwan,

Please proceed with paper survey for the above matter.

Thank you

Best Regards

Rachel Wu  
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**A Member of MS&AD Insurance Group**

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*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.*

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, May 12, 2022 1:10 PM  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Y/ref: GBK7846K O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3

Dear Rachel,

Please refer to the below email and let us have your further instruction.

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

**Sent:** Thursday, 12 May, 2022 12:01 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** Fw: Y/ref: GBK7846K O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3

Dear Mei Kwan,

Attached is the before and after photo for your attention.

As spoken, initially your insured agreed to proceed with private settlement with our client.

Our client then proceed to replace the wing mirror however when client forwarded the tax invoice, your insured change of mind and inform our client to proceed with insurance claim.

Hope this clarify the matter.

Thank you.

Best regard,

Suhaimi  
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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 10 May 2022 11:50 am

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

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; 甯珺 © <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>

**Subject:** RE: Y/ref: GBK7846K O/ref: DS/2473712/SJF797J \*\*\* LKK REF: CC4/FCI22000119/ra3

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Dear Suhaimi,

We refer to our tele-conversation a while ago.

As spoken, please provide us damage photo and after repair photo.

Please also explain why no survey conducted.

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

**Sent:** Tuesday, 10 May, 2022 11:38 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** Fw: Y/ref: GBK7846K O/ref: DS/2473712/SJF797J

Hi Mei Kwan

Attached LOD as requested.

Thank you.

Best regard,

Juraidah  
Bodyshop

BMW  
Performance Motors Ltd

DDI: +65 6319 0175

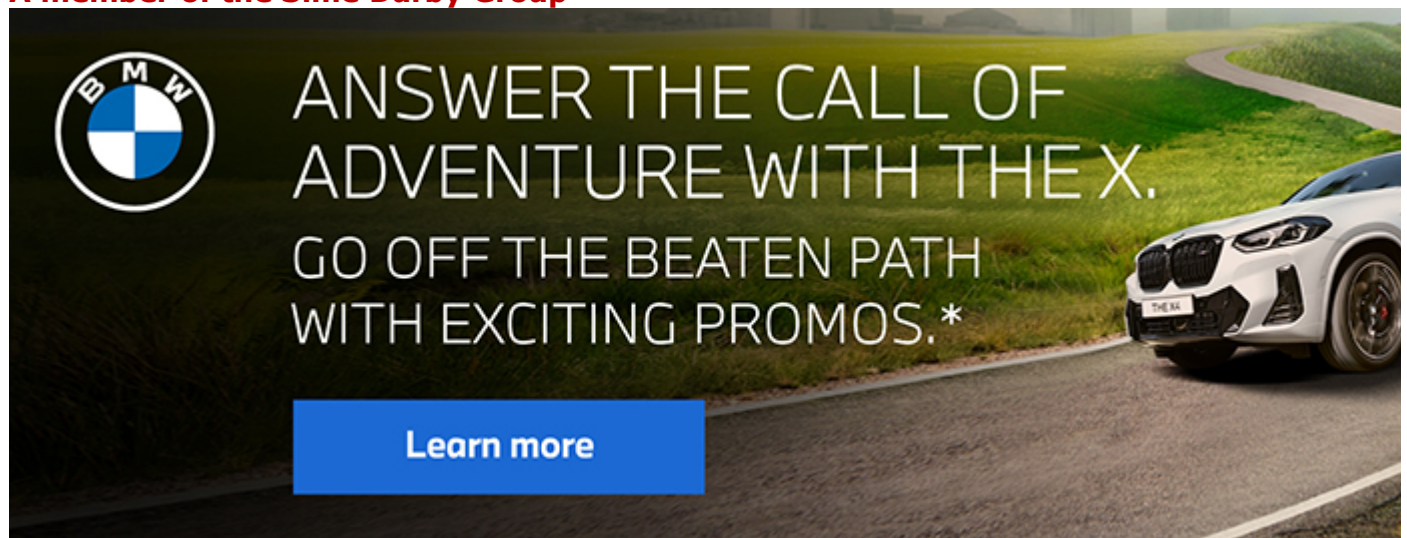
FAX: +65 6479 4601

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:** PBSP

**Sent:** Saturday, 7 May 2022 10:20 am

**To:** Motor Claims <[motorclaims@msfirstcapital.com.sg](mailto:motorclaims@msfirstcapital.com.sg)>

**Subject:** Y/ref: GBK7846K O/ref: DS/2473712/SJF797J

Hi,

We refer to the above.

Attached herewith copy of our LOD dated 29.04.22 and documents for your perusal.

Please let us have your offer soon.

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@sime-darby.com.sg](mailto:pml-pbsp@sime-darby.com.sg)

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

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