

Re: URGENT: TMA OD Claim- Koon XD4937R // MSFC REF: D21003451MFVS/OD/KT

Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Tue 8/2/2022 11:22 AM

To: Karen Tan <karentan@msfirstcapital.com.sg>; Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Dear Sir/Madam,

Enclose preliminary advice of XD 4937R

We did not authorise repair, repair on part by part.

Please let us have your approval.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Friday, 4 February 2022 11:30 am

To: Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Subject: RE: URGENT: TMA OD Claim- Koon XD4937R // MSFC REF: D21003451MFVS/OD/KT

Dear Sirs/Madam,

We refer to the captioned matter.

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

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From: Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>

Sent: Friday, January 28, 2022 8:21 AM

To: Karen Tan <karentan@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: URGENT: TMA OD Claim- Koon XD4937R // MSFC REF: D21003451MFVS/OD/KT

Dear Karen,

Please contact our survey department for your matter.

SUR,

Please see below email from Karen of First Capital and revert ASAP. Thank you.

Best Regards,

Simon Ho

LKK Auto Consultants Pte Ltd

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

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Karen Tan [<mailto:karentan@msfirstcapital.com.sg>]
Sent: Thursday, 27 January, 2022 2:31 PM
To: SUR; Simon Ho (LKKAuto)
Cc: Bryan Ang (LKKAuto)
Subject: URGENT: TMA OD Claim- Koon XD4937R // MSFC REF: D21003451MFVS/OD/KT

Dear Simon,

We refer to our email of 25.01.2022.

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

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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.

From: Karen Tan

Sent: Tuesday, 25 January 2022 2:00 pm

To: LKK Auto Consultants Pte Ltd (sur@lkkauto.com) <sur@lkkauto.com>; Simon Ho (LKKAuto) <SimonHo@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: TMA OD Claim- Koon XD4937R // MSFC REF: D21003451MFVS/OD/KT

Dear Sirs/Madam,

Please refer to the workshop, Xin Yun Auto's email below.

Kindly let us have the status/prelim 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

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From: Xin Yun Auto <xinyunauto1@gmail.com>

Sent: Tuesday, January 25, 2022 12:00 PM

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

Subject: TMA OD Claim- Koon XD4937R

Dear Karen

Good morning, it was nice to talk to you, i am more than happy to assist your client Koon's XD4937R OD claim. Please refer to their OD letter signed by your insured Koon.

There are few things I need to confirm with you, as Koon's TMA was quite some years ago, before LTA launched the TMA approval system.

1. U-MAD TMA is no longer with the market
2. Your insured can't provide TMA purchase or installation documents
3. Your insured doesn't have any LTA approval letter for this TMA
4. Your insured doesn't have driver training record or TMA inspection record
5. Your insured only have XD4937R vehicle inspection every year

Currently LTA approved TMA, removing and installing new estimates around SGD 75,000-80,000, subject stock availability, TMA operator training will be provided too.

It confirmed a price increase in the new stock, due to overall market material, worldwide labour and shipment cost increasing.

Please let us have MS.First Capital confirmation on this OD claim, your surveyor is LKK, authorize us to proceed with this OD repair as soon as possible.

Without your insured providing necessary documents, **MS.First Capital will pay a new LTA approved TMA for Koon**, as U-MAD is no longer with the market.

Without considering any depreciation and further cutting on our bill. Thank you.

Thank you and best regards

Yi Xin

Xin Yun Auto

Tel/Fax:6634 0858

Mobile: 9839 1555

Email:xinyunauto1@gmail.com

----- Forwarded message -----

From: **Xin Yun Auto** <xinyunauto1@gmail.com>

Date: Tue, Jan 25, 2022 at 11:29 AM

Subject: TMA OD Claim

To: <karen.tan@msfirstcapital.com.sg>

Dear Karen

Good morning, it was nice to talk to you, i am more than happy to assist your client Koon's XD4937R OD claim. Please refer to their OD letter signed by your insured Koon.

There are few things I need to confirm with you, as this TMA was quite some years ago:

1. U-MAD TMA is no longer with the market
2. Your insured can't provide TMA purchase or installation documents
3. Your insured doesn't have any LTA approval letter for this TMA
4. Your insured doesn't have driver training record or TMA inspection record
5. Your insured only have XD4937R vehicle inspection every year

Currently LTA approved TMA, removing and installing new estimates around SGD 75,000-80,000, subject stock availability, TMA operator training will be provided too.

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Without your insured providing necessary documents, **MS.First Capital will pay a new LTA approved TMA for Koon**, as U-MAD is no longer with the market.

Without considering any depreciation and further cutting on our bill. Thank you.

Thank you and best regards

Yi Xin

Xin Yun Auto

Tel/Fax:6634 0858

Mobile: 9839 1555

Email:xinyunauto1@gmail.com