

Re: O/Ref: D22000300MFBP TP -SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED) * LKK REF: CS/SMR22000943/Etc**

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

Thu 10/2/2022 3:55 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Esther Lim <EstherLim@msfirstcapital.com.sg>

Cc: Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

Dear Sir/Madam,

Enclose preliminary advice of SLG912P

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, 10 February 2022 2:42 pm

To: Esther Lim <EstherLim@msfirstcapital.com.sg>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

Subject: RE: O/Ref: D22000300MFBP TP -SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED) *** LKK REF: CS/SMR22000943/Etc

Dear Esther,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Denise,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

From: Esther Lim <EstherLim@msfirstcapital.com.sg>

Sent: Thursday, 10 February, 2022 2:38 PM

To: Admin A <admin-a@lkkauto.com>

Cc: Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>

Subject: FW: O/Ref: D22000300MFBP TP -SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

Dear Mei Kwan

We refer to the above assignment arranged by SMRT, copy of estimate is attached.

Kindly advise your surveyor to submit the Preliminary report by latest 11.02.2022.

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

A Member of **MS&AD INSURANCE GROUP**



Change of email address

EstherLim@msfirstcapital.com.sg

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From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Sent: Thursday, 10 February 2022 11:00 AM
To: Esther Lim <EstherLim@msfirstcapital.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>
Subject: RE: O/Ref: D22000300MFBP Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

Dear Esther,

Attached for your perusal.

Thank you.

Regards,
Ashlyn

From: Esther Lim <EstherLim@msfirstcapital.com.sg>
Sent: Thursday, 10 February 2022 10:57 am
To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Neo Jie Si <Neojiesi@msfirstcapital.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>
Subject: O/Ref: D22000300MFBP Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

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WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Ashlyn

Please forward 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.

We appreciate your kind understanding. Stay safe.

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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.

From: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>

Sent: Thursday, 10 February 2022 9:35 AM

To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; Esther Lim <EstherLim@msfirstcapital.com.sg>

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Neo Jie Si <Neojiesi@msfirstcapital.com.sg>

Subject: RE: URGENT RE: Direct Settlement (RS) - Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

Morning Ashlyn,

My insurer FCIL will revert on liability.

Aside to Esther : Kindly assist, thanks.

Regards

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Sent: Wednesday, 9 February 2022 3:58 pm

To: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; MTPRI <MTPRI@smrt.com.sg>; Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <BeeGan.Lee@strides.com.sg>; Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <Ana.Magnaye@strides.com.sg>

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Subject: RE: URGENT RE: Direct Settlement (RS) - Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

Importance: High

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Patrick,

To date, we have yet to receive the liability status from your office.

Appreciate if you could revert on URGENT basis.

Thank you.

Regards,
Ashlyn

From: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>
Sent: Thursday, 27 January 2022 2:09 pm
To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; MTPRI <MTPRI@smrt.com.sg>; Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <BeeGan.Lee@strides.com.sg>; Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <Ana.Magnaye@strides.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>
Subject: RE: URGENT RE: Direct Settlement (RS) - Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

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Our Ref : BUS/01/22/5041/PT

Dear Ashlyn,

Please note my colleague Mr Wong already reverted liability to your SA Raymond Seah this morning. As the case was above the policy excess, our insurer MS First Capital Insurance Ltd will deal with your client's claim. Thanks.

Regards

Patrick Tan

Claims and Insurance Agency
Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg
6 Ang Mo Kio Street 62
Singapore 569140

From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Sent: Thursday, 27 January 2022 11:09 am
To: MTPRI <MTPRI@smrt.com.sg>; Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <BeeGan.Lee@strides.com.sg>; Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <Ana.Magnaye@strides.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: RE: URGENT RE: Direct Settlement (RS) - Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Hi Hua Yen,

As spoken, please assist to expedite the liability.

Thank you.

Regards,
Ashlyn

From: Ashlyn Chng
Sent: Wednesday, 26 January 2022 9:59 am
To: 'MTPRI' <MTPRI@smrt.com.sg>; Ashlene Lee Bee Gan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <BeeGan.Lee@strides.com.sg>; Magnaye Ana Margie Marasigan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <Ana.Magnaye@strides.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: URGENT RE: Direct Settlement (RS) - Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)
Importance: High

Hi Sir / Mdm,

Refer to the above mentioned.

To date, we yet to hear from your good office.

Kindly arrange for survey ASAP as vehicle GROUNDED since day of accident.

Thank you.

Regards,
Ashlyn

From: Ashlyn Chng
Sent: Monday, 24 January 2022 5:20 pm
To: 'MTPRI' <MTPRI@smrt.com.sg>; Ashlene Lee Bee Gan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <BeeGan.Lee@strides.com.sg>; Magnaye Ana Margie Marasigan (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA) <Ana.Magnaye@strides.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: RE: Direct Settlement (RS) - Accident Involving SLG912P & SMB1474U DOA: 23.01.2022 (VEH GROUNDED)
Importance: High

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SMB1474U** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$100 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Raymond Seah @ 9776 2689 / 6631 1865** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

-

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

D: 6631 1874 | **F:** 6872 7260 | **E:** Ashlyn.chng@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg