

Meng Yan (LKK Auto)

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>
Sent: Tuesday, 30 May 2023 10:50 am
To: Rachel Wu
Cc: assignments; Admin A; Kenneth Ding; SA 0406; estimator@dingauto.sg
Subject: Re: New Assignment (Our Ref: D23001618MFCV/GBL)
Attachments: SLG2556X.pdf

Dear Rachel,

Our client would like to withdraw his TP claim against MS First Capital Insurance as liability is unclear. Kindly refer to the attachment for the signed claim withdrawal letter, thank you.

Best Regards,



Lynn Yap
Claims Department

Mobile +65 9385 8368 **Office** +65 6452 1208
Web www.dingauto.sg **Email** claims@dingauto.sg
HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721
Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

On Wed, May 24, 2023 at 5:42 PM Rachel Wu <RachelWu@msfirstcapital.com.sg> wrote:

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Sir/Mdm,

We refer to the above matter.

Please be informed that our insured driver had mentioned in his statement that there is no collision as he managed to stop in time behind your client's vehicle.

We also noted on your client's video footage that there was no visible jerk or collision between both vehicles.

As such, we are unable to consider your client's claim.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressively reserved.

Thank you

Best Regards

Rachel Wu

Motor Claims Dept

MS First Capital Insurance Ltd

16 Raffles Quay #42-01 Hong Leong Building| Singapore 048581

Tel: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

Website <http://www.msfirstcapital.com.sg>

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

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.*

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Tuesday, May 23, 2023 4:21 PM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Cc: assignments@lkkauto.com; admin-a@lkkauto.com; Kenneth Ding <kenneth.ding@dingauto.sg>; SA 0406 <sa0406@dingauto.sg>; estimator@dingauto.sg

Subject: Re: New Assignment (Our Ref: D23001618MFCV/GBL)

Dear Rachel,

We would like to check and follow up on the liability.

Kindly assist us to expedite the liability as our client has chased us numerous times, thank you.

Best Regards,



Lynn Yap
Claims Department

Mobile +65 9385 8368 **Office** +65 6452 1208

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

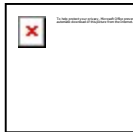
Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

On Fri, May 19, 2023 at 12:32 PM Lynn Yap (Ding Auto) <Claims@dingauto.sg> wrote:

Dear Rachel,

Kindly help us to send a chaser to make the accident report so that we can have the liability result as soon as possible, thank you.

Best Regards,



Lynn Yap
Claims Department

Mobile +65 9385 8368 **Office** +65 6452 1208

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

On Fri, May 19, 2023 at 12:11 PM Rachel Wu <RachelWu@msfirstcapital.com.sg> wrote:

WITHOUT PREJUDICE

Dear Sir/Mdm,

We refer to your email below.

As mentioned in our email dated 17-05-2023, our insured have yet to report.

We are unable to advise liability at this juncture.

Note: Please take note that we will not be liable for any LOU/LOR incurred for checking of liability clearance before you commence repairs, as your customer have the alternative to claim under OD. For cases whereby liability is not clear, evidence should be submitted to us before we request. All our rights reserved.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressively reserved.

Thank you

Best Regards

Rachel Wu

Motor Claims Dept

MS First Capital Insurance Ltd

16 Raffles Quay #42-01 Hong Leong Building | Singapore 048581

D: 6507 3862 | Tel: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

Website <http://www.msfirstcapital.com.sg>

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

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.

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Friday, May 19, 2023 11:21 AM

To: Rachel Wu <RachelWu@msfirstcapital.com.sg>

Cc: Joanne Tan Jo Ann <joannetan@msfirstcapital.com.sg>; assignments@lkkauto.com; admin-a@lkkauto.com; Kenneth Ding <kenneth.ding@dingauto.sg>;

SA 0406 <sa0406@dingauto.sg>; estimator@dingauto.sg

Subject: Re: New Assignment (Our Ref: D23001618MFCV/GBL)

Dear Rachel,

We would like to check and follow up on the liability.

Kindly assist us to expedite the liability as our client has chased us numerous times, thank you.

Best Regards,



Lynn Yap

Claims Department

Mobile +65 9385 8368 **Office** +65 6452 1208

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

On Wed, May 17, 2023 at 12:01 PM Rachel Wu <RachelWu@msfirstcapital.com.sg> wrote:

WITHOUT PREJUDICE

Dear Sir/Mdm,

We refer to your email below.

Our insured have yet to report.

We are unable to advise liability at this juncture.

Note: Please take note that we will not be liable for any LOU/LOR incurred for checking of liability clearance before you commence repairs, as your customer have the alternative to claim under OD. For cases whereby liability is not clear, evidence should be submitted to us before we request. All our rights reserved.

Nothing in this email is to be construed as an admission of liability on our part or the part of our insured. For avoidance of doubts, all our rights are expressly reserved.

Thank you

Best Regards

Rachel Wu

Motor Claims Dept

MS First Capital Insurance Ltd

16 Raffles Quay #42-01 Hong Leong Building| Singapore 048581

D: 6507 3862 | Tel: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

Website <http://www.msfirstcapital.com.sg>

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

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.*

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Wednesday, May 17, 2023 10:21 AM

To: Joanne Tan Jo Ann <joannetan@msfirstcapital.com.sg>

Cc: assignments@lkkauto.com; admin-a@lkkauto.com; Kenneth Ding <kenneth.ding@dingauto.sg>; SA 0406 <sa0406@dingauto.sg>; estimator@dingauto.sg; Rachel Wu <RachelWu@msfirstcapital.com.sg>
Subject: Re: New Assignment (Our Ref: D23001618MFCV/GBL)

Dear Joanne,

We would like to check and follow up on the liability.

Kindly assist us to expedite the liability as soon as possible, thank you.

Best Regards,



Lynn Yap
Claims Department

Mobile +65 9385 8368 **Office** +65 6452 1208

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

On Mon, May 15, 2023 at 12:12 PM Lynn Yap (Ding Auto) <Claims@dingauto.sg> wrote:

Dear Joanne,

We would like to check and follow up on the liability.

Kindly assist us to expedite the liability as soon as possible, thank you.

Best Regards,



Lynn Yap
Claims Department

Mobile +65 9385 8368 **Office** +65 6452 1208

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

On Wed, May 10, 2023 at 10:33 AM Joanne Tan Jo Ann <joannetan@msfirstcapital.com.sg> wrote:

Dear Sir/Mdm,

Attached documents for survey assignment.

-----Original Message-----

From: support@msfirstcapital.com.sg <support@msfirstcapital.com.sg>

Sent: Wednesday, 10 May 2023 10:29 am

To: Joanne Tan Jo Ann <joannetan@msfirstcapital.com.sg>
Subject: MT00015788 is Approved

Insured Vehicle No : GBG4406B

TP Vehicle No : SLG2556X

Claim No : D23001618MFCV

Workshop Name : DING AUTO PTE LTD

Our Surveyor : LKK AUTO CONSULTANTS PTE LTD

Instructions : Without Prejudice

Accident not reported

Created By : JOANNTAN

Verified By : RACHELWU

Approved By : RACHELWU

This is a computer generated mail. Do not reply to this mail.

