

Rajes (LKK Auto)

From: Muhammad Syabil MOHD ISMAIL (SCDF)
<Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg>
Sent: Friday, October 4, 2024 11:59 AM
To: Assessment Dept; skwong@sg.indeco.cwtlimited.com
Cc: Joseph Koh; Claims Dept; Gim Chye TAY (SCDF)
Subject: RE: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

Follow Up Flag: Follow up
Flag Status: Flagged

Without Prejudice

Dear Pei Jia,

We have just gotten information that the accident was due to our Contractor's fault.

As such, we have updated our appointed surveyor, LKK Auto to not proceed with the pre-repair inspection.

We have informed our Contractor, Indeco Engineers (Pte) Ltd to link up with you for them to proceed with the necessary.

Dear Mr Wong [@skwong@sg.indeco.cwtlimited.com](mailto:skwong@sg.indeco.cwtlimited.com),

As spoken to Derrick, please liaise with the workshop below accordingly.

Contact Person: DENNIS TING (9385 5409)

Contact Email: claims_rar@bifrostauto.com

Thank you.

Regards,



Syabil Ismail

Fleet Management Officer
Logistics Department

DID: (65) 6848 1807 | HP: (65) 9630 4209

Singapore Civil Defence Force

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From: Muhammad Syabil MOHD ISMAIL (SCDF) <Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg>
Sent: Thursday, October 3, 2024 1:43 PM
To: Assessment Dept <assessment_ral@bifrotauto.com>; Rajes (LKK Auto) <rajes@lkkauto.com>
Cc: Joseph Koh <claims@bifrotauto.com>; Claims Dept <claims_rar@bifrotauto.com>; Gim Chye TAY (SCDF) <TAY_Gim_Chye@scdf.gov.sg>; admin-d@lkkauto.com; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; olivialau@lkkauto.com; SUR <sur@lkkauto.com>
Subject: RE: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Pei Jia,

Thank you for the photos provided.

Dear @Rajes (LKK Auto),

Please liaise with the workshop below to conduct survey on 04/10/2024, thank you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (9385 5409)

Contact Email: claims_rar@bifrotauto.com

Regards,



Syabil Ismail

Fleet Management Officer

Logistics Department

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From: Assessment Dept <assessment_ral@bifrotauto.com>

Sent: Thursday, October 3, 2024 1:05 PM

To: Muhammad Syabil MOHD ISMAIL (SCDF) <Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg>

Cc: Joseph Koh <claims@bifrotauto.com>; Claims Dept <claims_rar@bifrotauto.com>; Gim Chye TAY (SCDF) <TAY_Gim_Chye@scdf.gov.sg>

Subject: Re: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir/ Mdm,

Attached is SGB 3000 L photos.

Thank you.

Regards,

PEI JIA

Motor Claims Department

Tel: 88547553

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Thu, 3 Oct 2024 at 12:50, Muhammad Syabil MOHD ISMAIL (SCDF)
<Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg> wrote:

Without Prejudice

Dear Pei Jia,

Could you kindly provide me with the accident photos first before we inform our appointed surveyor to proceed.

I look forward to hearing from you soonest.

Thank you.

Regards,



Syabil Ismail

Fleet Management Officer

Logistics Department

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From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Thursday, October 3, 2024 9:26 AM

To: Muhammad Syabil MOHD ISMAIL (SCDF) <Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Gim Chye TAY (SCDF) <TAY_Gim_Chye@scdf.gov.sg>

Subject: Re: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK Auto Consultants Pte Ltd to conduct the survey on 04/10/24.

Thank you.

Regards,

PEI JIA

Motor Claims Department

Tel: 88547553

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On Wed, 2 Oct 2024 at 18:03, Muhammad Syabil MOHD ISMAIL (SCDF)
<Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg> wrote:

Without Prejudice

Dear Sir/Mdm,

We refer to your emails below addressed to AGC dated 30 Sept 2024 and 1 Oct 2024.

We would like to inform that the vehicle bearing the plate no. GBF3111M belongs to SCDF.

We will conduct a Pre-repair Inspection and will be appointing LKK Auto Consultants Pte Ltd to conduct the survey, please advise whether your client is agreeable to it.

Thank you.

Regards,



Syabil Ismail

Fleet Management Officer

Logistics Department

DID: (65) 6848 1807 | HP: (65) 9630 4209

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From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Wednesday, October 2, 2024 1:42 PM

To: Felicia CHAN (AGC) <Felicia_CHAN@agc.gov.sg>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Muhammad Syabil MOHD ISMAIL (SCDF) <Muhammad_Syabil_MOHD_ISMAIL@scdf.gov.sg>; Gim Chye TAY (SCDF) <TAY_Gim_Chye@scdf.gov.sg>

Subject: Re: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assist to provide the surveyor list please.

KINDLY TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Thank you.

Regards,

PEI JIA

Motor Claims Department

Tel: 88547553

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On Tue, 1 Oct 2024 at 17:00, Felicia CHAN (AGC) <Felicia_CHAN@agc.gov.sg> wrote:

Message Classification: *Restricted*

Dear Dennis Ting / Pei Jia,

We refer to your emails below dated 20 September and 1 October 2024.

2. Please be informed that with effect from 1 April 2023, the Attorney-General's Chambers no longer handles motor accident claims by default, regardless of whether the claim is for personal injury and/or property damage.

3. We have forwarded your email to SCDF. You may contact Mr Ralf Tay at tay_gim_chye@scdf.gov.sg and Mr Muhammad Syabil Mohd Ismail at Mohammad_Syabil_MOHD_ISMAIL@scdf.gov.sg.

4. For future motor accident claims, please send all correspondence directly to the relevant Ministry/Agency.

5. If you do not know which Ministry/Agency owns the vehicle in question, you may conduct a vehicle ownership search at the Land Transport Authority's website.

6. For the avoidance of doubt, nothing herein should be construed as an admission or acceptance of liability in any way on the part of the Government. All the Government's rights are expressly reserved.

7. Thank you.

Regards,

Felicia CHAN

Assistant Director | Civil Cluster Legal Ops | Legal Operations Group

Attorney-General's Chambers, Republic of Singapore

T (65) 6908 9377

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Requests for legal matters/assistance and queries to the Civil Division, including updates on the status of your requests, should be sent to AGC_CIVIL@agc.gov.sg.

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[Taxonomy](#)

[3S-id=4de64e67-d6a2-40c1-b359-fbccb299db08:895c999b]

From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: 1 October, 2024 4:01 PM

To: Felicia CHAN (AGC) <Felicia_CHAN@agc.gov.sg>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; AGC CIVIL (AGC)

<AGC_CIVIL@agc.gov.sg>; Kenny GOH (AGC) <Kenny_GOH@agc.gov.sg>

Subject: Re: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

Kindly assist to provide the surveyor list please.

KINDLY TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Regards,

PEI JIA

Motor Claims Department

Tel: 88547553

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On Mon, 30 Sept 2024 at 13:01, Felicia CHAN (AGC) <Felicia_CHAN@agc.gov.sg> wrote:

Message Classification: *Restricted*

Dear Mr Dennis,

We refer to your email below dated today.

2. As informed to you previously, with effect from 1 April 2023, the Attorney-General's Chambers no longer handles motor accident claims by default, regardless of whether the claim is for personal injury and/or property damage.
3. Please provide additional details or supporting documents regarding this accident, specifically indicating which agency vehicle no. GBF 3111M belongs to, so we can direct your email to the appropriate agency.
4. For future motor accident claims, please send all correspondence directly to the relevant Ministry/Agency.
5. If you do not know which Ministry/Agency owns the vehicle in question, you may conduct a vehicle ownership search at the Land Transport Authority's website.
6. For the avoidance of doubt, nothing herein should be construed as an admission or acceptance of liability in any way on the part of the Government. All the Government's rights are expressly reserved.
7. Thank you.

Regards,

Felicia CHAN

Assistant Director | Civil Cluster Legal Ops | Legal Operations Group

Attorney-General's Chambers, Republic of Singapore

T (65) 6908 9377

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Requests for legal matters/assistance and queries to the Civil Division, including updates on the status of your requests, should be sent to AGC_CIVIL@agc.gov.sg.

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[3S-id=bc9fe7b7-28ee-4caa-8af7-962e65c21119:895c999b]

From: Assessment Dept <assessment_ral@bifrostable.com>

Sent: 30 September, 2024 11:08 AM

To: AGC CIVIL (AGC) <AGC_CIVIL@agc.gov.sg>

Cc: Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_rar@bifrostable.com>

Subject: Accident involving SGB 3000 L & GBF 3111 M on 10/09/2024 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, JANE CAR RENTAL PTE LTD to notify you of the aforesaid accident involving our client's vehicle SGB3000L and your insured's vehicle GBF3111M on 10/09/2024 at 1152HRS along BUKIT BATOK EAST AVE3

This serves as a **NOTICE** that we are claiming against GBF3111M for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (9385 5409)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 30/09/2024

PRS ARRANGEMENT (Date & Time) : 01/10/2024 after 1300hrs

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

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DENNIS TING

Motor Claims Department

Tel: 9385 5409