

Shiau Chan (LKKAUTO)

From: Karen Chan Shiau Chin (StridesASvcs/Ins & Claims/Bus)
<SiauChin.Chan@stridespremier.com.sg>
Sent: Thursday, 16 January 2025 4:11 PM
To: Shiau Chan (LKKAUTO); MTPRI; assignments; SUR
Cc: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus)
Subject: RE: PRI for SNH5415X – Our Insured: SBS3877T on 11/12/2024 Our Ref: D24010893MFBP/SMRT/SP/TPD-1

Dear Shiau Chan,

Our case ref is BUS/12/24/8012. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel: 6556 3523

From: Karen Chan Shiau Chin (StridesASvcs/Ins & Claims/Bus)
Sent: Wednesday, 15 January 2025 9:21 am
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; MTPRI <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>
Subject: RE: PRI for SNH5415X – Our Insured: SBS3877T on 11/12/2024 Our Ref: D24010893MFBP/SMRT/SP/TPD-1

Dear Shiau Chan,

Case no reported. Will provide when available. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel: 6556 3523

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Tuesday, 14 January 2025 4:28 pm
To: MTPRI <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Karen Chan Shiau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; Esther Lim <EstherLim@msfirstcapital.com.sg>; Rachel Wu <RachelWu@msfirstcapital.com.sg>; jaimetay@msfirstcapital.com.sg
Subject: RE: PRI for SNH5415X – Our Insured: SBS3877T on 11/12/2024 Our Ref: D24010893MFBP/SMRT/SP/TPD-1

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Dear Hua Yen,

Kindly provide us the claim reference of above mentioned.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

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

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

From: MTPRI <MTPRI@smrt.com.sg>

Sent: Monday, 16 December 2024 11:02 AM

To: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Rajes (LKK Auto) <rajes@lkkauto.com>

Cc: MTPRI <MTPRI@smrt.com.sg>; Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus)

<SiauChin.Chan@stridespremier.com.sg>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus)

<WeiTeck.Tan@stridespremier.com.sg>; Esther Lim <EstherLim@msfirstcapital.com.sg>; Rachel Wu

<RachelWu@msfirstcapital.com.sg>; jaimetay@msfirstcapital.com.sg

Subject: FW: PRI for SNH5415X – Our Insured: SBS3877T on 11/12/2024 Our Ref: D24010893MFBP/SMRT/SP/TPD-1

Ref: TBA

Dear Rajes,

Kindly survey on “ Without Prejudice ” basis.

TP: SNH5415X

Insured: SBS3877T

Workshop: Bifrost auto

Thank you.

Regards,

Hua Yen

Claim Department

Strides Premier Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705

DID: 6866 2650 | Fax: 6368 7421 | Email: HuaYen.Ong@strides.com.sg

From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Friday, 13 December 2024 4:15 pm

To: MTPRI <MTPRI@smrt.com.sg>

Cc: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Tan Wei Teck

(StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ral@bifrostauto.com>

Subject: Re: PRI for SNH5415X – Our Insured: SBS3877T on 11/12/2024 Our Ref: D24010893MFBP/SMRT/SP/TPD-1

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign M/s LKK Mohamad Taufikh Bin Hamid to conduct the survey.

Thank you.

Regards,

CHANTAL

Motor Claims Department

[Tel:8696 2755](tel:86962755)

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 Fri, 13 Dec 2024 at 16:13, MTPRI <MTPRI@smrt.com.sg> wrote:

Ref: TBA

WITHOUT PREJUDICE

Dear Sirs

We are the owner of SBS3877T as such we do not follow the new protocol.

Attached is a copy of our insurers, MS First Capital Insurance Limited's letter for your perusal.

Please let us have workshop contacts so our surveyor may call them to arrange for PRI without further delay.

Thank you.

However, we have 6 surveyors for you to choose from :-

1. M/s LKK Bryan Ang Tani
2. M/s LKK Adrian Ling Wai Ping
3. M/s LKK Kenneth Kong Seng Cheong
4. M/s LKK Marcus Chua Kang Seng
5. M/s LKK Mohammed Rasul Bin Mohd Yunus
6. M/s LKK Mohamad Taufikh Bin Hamid

Regards,

Hua Yen

Claim Department

Strides Premier Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705
DID: 6866 2650 | Fax: 6368 7421 | Email: Huayen.Ong@strides.com.sg

From: Assessment Dept <assessment_ral@bifrotauto.com>
Sent: Friday, 13 December 2024 3:26 pm
To: Joanne Tan Jo Ann <joannetan@msfirstcapital.com.sg>
Cc: MTPRI <MTPRI@smrt.com.sg>; Ong Hua Yen (StridesASvcs/Ins & Claims/Tx,RAC&PH) <HuaYen.Ong@stridespremier.com.sg>; Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus) <SiauChin.Chan@stridespremier.com.sg>; Tan Wei Teck (StridesASvcs/Ins & Claims/Bus) <WeiTeck.Tan@stridespremier.com.sg>; Joseph Koh <claims@bifrotauto.com>; Claims Dept <claims_rar@bifrotauto.com>; Jaime Tay Su Peng <JaimeTay@msfirstcapital.com.sg>
Subject: Re: PRI for SNH5415X – Our Insured: SBS3877T on 11/12/2024 Our Ref: D24010893MFBP/SMRT/SP/TPD-1

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Can help me check this any update?

Thank you.

Regards,

CHANTAL

Motor Claims Department

[Tel:8696](tel:86962755) 2755

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, 12 Dec 2024 at 17:07, Joanne Tan Jo Ann <joannetan@msfirstcapital.com.sg> wrote:

Dear Hua Yen,

For PRI.

Thank you and Regards,
Joanne Tan
Motor Claims

MS First Capital Insurance Ltd
16 Raffles Quay #42-01 Hong Leong Building | Singapore 048581
D: 6359 1800 | F: 6223 0541 | Reg. No. 195000106C
Website <http://www.msfirstcapital.com.sg>

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Under the PDPA, there are various requirements that regulate the processing of your personal data.

for details of PDPA Personal Data Collection Statement.

Please refer to www.msfirstcapital.com.sg

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and notify the sender immediately by return e-mail.

From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Thursday, December 12, 2024 3:27 PM

To: Motor_Claims <Motor_Claims@msfirstcapital.com.sg>

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

Subject: Accident involving SNH 5415 X & SBS 3877 T on 11/12/2024 (PRE-REPAIR SURVEY REQUEST)

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, CHEN SIQI to notify you of the aforesaid accident involving our client's vehicle SNH5415X and your insured's vehicle SBS3877T on 11/12/2024 at 1745HRS ALONG BENOI ROAD

This serves as a **NOTICE** that we are claiming against SBS3877T 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: CHANTAL (8696 2755)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 12/12/2024

PRS ARRANGEMENT (Date & Time) : 13/12/2024 after 1400hrs (Vehicle In)

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.

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.

CHANTAL

Motor Claims Department

[Tel:8696 2755](tel:86962755)

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