

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 23 March, 2020 9:58 AM  
**To:** Claims Dept  
**Cc:** Mei Kwan (LKKAUTO); Claims Dept; Admin A; Assessment; Claims Dept; simonho@lkksuto.com; Vic (LKKAUTO)  
**Subject:** RE: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING \*\*\* LKK REF: CC6/CTI20001135/Dha3 - REMINDER - follow up 2

Without Prejudice

Dear Mr Lee,

We refer to your below email.

Please be informed that we are currently in the midst of seeking for our principal's mandate approval.

We will expedite and will get back to you for an update/offer.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Claims Dept [mailto:claims\_ltr@bifrostaauto.com]

**Sent:** Saturday, 21 March, 2020 1:02 PM

**To:** Vic (LKKAUTO)

**Cc:** Mei Kwan (LKKAUTO); Claims Dept; Admin A; Assessment; Claims Dept; simonho@lkksuto.com

**Subject:** Re: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING \*\*\* LKK REF: CC6/CTI20001135/Dha3 - REMINDER - follow up 2

### **WITHOUT PREJUDICE/SAVE AS TO COSTS**

Dear Vic, despite our email on 12/2/2020 4.39pm ;

We were quite disappointed as we have not heard on the final closure timely as requested in the email.

We would be grateful if you able to look into this seriously and your kind attention with regards to the final closure is much appreciated.

Kindly let us have your reply within the **next 5 days** upon receipt of this email, please.

Thanks & Regards

Mr Lee, PBM  
Bifrost Auto Pte Ltd  
Accident Claims Dept

On Mon, 9 Mar 2020 at 16:53, Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)> wrote:

Dear Vic, please provide me your settlement offer amount and period of working days before I able to issue you a LOD.

Thanks & Regards

Mr Lee, PBM  
Bifrost Auto Pte Ltd  
Accident Claims Dept

On Mon, 9 Mar 2020 at 11:13, Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

WITHOUT PREJUDICE

Dear Mr Lee,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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Auto  
Consultants  
Pte Ltd

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**From:** Claims Dept [mailto:[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)]

**Sent:** Thursday, 5 March, 2020 3:56 PM

**To:** Vic (LKKAuto)

**Cc:** Mei Kwan (LKKAuto); Claims Dept; Admin A; Assessment; Claims Dept

**Subject:** Re: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING \*\*\* LKK  
REF: CC6/CTI20001135/Dha3 - REMINDER - follow up 1

Dear Vic, as per my conversation with you, please chase China Taiping for the GIA report.

I was shocked to learn that you only asking for the GIA report only today while the accident happened sometimes in January.

Please update me on the status as soon as possible.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Thu, 5 Mar 2020 at 15:24, Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

Without Prejudice

Dear Mr Lee,

We refer to the below email.

Please be informed that we are still pending for our Insured's GIA report.

We will continue to follow up on the matter.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Claims Dept [mailto:[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)]

**Sent:** Thursday, 5 March, 2020 11:40 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** Claims Dept; Vic (LKKAuto); Admin A; Assessment; Claims Dept

**Subject:** Re: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING \*\*\* LKK  
REF: CC6/CTI20001135/Dha3 - REMINDER

**WITHOUT PREJUDICE**

Dear Vic, we have not heard from you since our email to you on 12/2/2020.

We would be grateful if you were able to settlement offer this case as soonest possible, please.

Looking forward to hearing from you soon.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Wed, 12 Feb 2020 at 16:43, Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)> wrote:

Dear Sirs / Madam,

Thank you for your email.

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

**Hi Vic,**

**Kindly assist.**

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Claims Dept <[claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com)>

**Sent:** Wednesday, 12 February, 2020 4:39 PM

**To:** Admin-B <[admin-b@lkkauto.com](mailto:admin-b@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Assessment <[claims@bifrostable.com](mailto:claims@bifrostable.com)>; Claims Dept <[claims\\_ltv@bifrostable.com](mailto:claims_ltv@bifrostable.com)>; [claims\\_ltr@bifrostable.com](mailto:claims_ltr@bifrostable.com)

**Subject:** Re: RE : PRS SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020. - CHINA TAIPING

WITHOUT PREJUDICE

Our Ref : **SH 7091 Z**

Your Ref : **SLC 1670 B**

China Taiping Insurance (S) Pte Ltd

3 Anson Rd, Springleaf Tower

#16-00

Singapore 079909

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 08.01.2020 @ 12:30 hours along PIE TWDS Airport After Toa Payoh Exit involving vehicles SH 7091 Z and SLC 1670 B , SME 2363 J

We refer to the above-mentioned accident.

-

We are claiming as per below:-

1.	Repair Cost	\$ 11100.00
2.	Loss of Rental for 14 Days x \$80/- per day	\$ 1120.00
3.	Loss of Hire for 14 Days x \$105.30/- per day	\$ 1474.20
3.	Towing Fee	\$ 40.00
	GST 7%	\$ 880.19
	<b>TOTAL</b>	<b>\$ 14614.39</b>

Enclosed herewith a copy each of relevant GIA report, Proforma Tax invoice, Rental Agreement/Tax invoice, Towing Fee and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at [claims@bifrostauto.com](mailto:claims@bifrostauto.com)

Yours faithfully,

**BIFROST AUTO PTE. LTD.**

**NOTE:** # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.

*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.*

*GST at 7% is chargeable if applicable*

Ms Lim

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept

On Wed, 15 Jan 2020 at 12:26, Claims Dept <[claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)> wrote:

Without Prejudice

Dear Sir/ Mdm,

Resend

We refer to the above matter.

We represent our client, Omar B Abdul Gafor, to notify you of the aforesaid accident involving our client's vehicle SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020.



Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SLC 1670 B 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.

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:** Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

**Contact Person:** Ms Lim / Ms Lee

**Contact Email:** [claims\\_ltv@bifrostable.com](mailto:claims_ltv@bifrostable.com) / [claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com)

VEH IN (Date & Time) : **11/01/2020**

PRS ARRANGEMENT (Date & Time) : **PLS SEND YOUR ASSESSOR ON 13.01.2020**

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.

Thank you.

**You can protect our environment. Think before you print.**

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**Ms Lee**

**Bifrost Auto Pte Ltd**

Accident Claims Department

+65 9792 1329 (Mobile)

On Sat, 11 Jan 2020 at 12:57, Claims Dept <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)> wrote:

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Omar B Abdul Gafor, to notify you of the aforesaid accident involving our client's vehicle SH 7091 Z and your insured's vehicle SLC 1670 B on 08.01.2020.

Please find enclosed our client's GIA report for your necessary action.

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**Contact Person:** Ms Lim / Ms Lee

**Contact Email:** [claims\\_ltv@bifrostable.com](mailto:claims_ltv@bifrostable.com) / [claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com)

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