

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 22 April 2020 5:23 PM
To: Claims Dept; SUR
Cc: Assessment; Claims Dept; Claims Dept
Subject: RE: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - follow up 1

Dear Mr Lee,

WITHOUT PREJUDICE

Lump Sum \$2400 @ 5 working days.

Kindly send Final invoice and all supporting documents directly to MSIG

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.

Best Regards,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept [mailto:claims_ltr@bifrostauto.com]
Sent: Wednesday, 22 April 2020 5:16 PM
To: SUR <sur@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Assessment <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_ltm@bifrostauto.com>
Subject: Re: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - follow up 1

Without Prejudice

Dear Veron,

I appreciate your reply so that I able to issue the final invoice to MSIG as per our LOD. (Lump-Sum \$2,400.00 instead of \$2,300.00 with 5 working days)

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Tue, 21 Apr 2020 at 09:40, Claims Dept <claims_ltr@bifrostauto.com> wrote:

Without Prejudice

Dear Veron,

Looking at your email on Fri, 13 Mar 2020 at 16:41, we shall issue our Final invoice to MSIG based on my LOD attached and email correspondence with Kenneth on Mon, 16 Mar 2020 at 09:40.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Mon, 16 Mar 2020 at 09:40, Claims Dept <claims_ltr@bifrostauto.com> wrote:

Dear Kenneth, thank you for your email.

Please ignore my email to you on: 13 Mar 2020, 16:31 (3 days ago)

We accepted as per your offer of Lump Sum \$2,400.00 instead of \$2,300.00 with 5 working days.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Mon, 16 Mar 2020 at 08:26, Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com> wrote:

Attach finalised for SJK 749Y. Kenneth

From: Claims Dept [mailto:claims_ltr@bifrostauto.com]
Sent: Friday, 13 March, 2020 4:46 PM
To: Veron Chen (LKKAuto)
Cc: Kenneth Kong (LKKAuto); SUR; Cc: Assessment; Claims Dept; Claims Dept
Subject: Re: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - 2ND REMINDER -

Well noted on your comment Ms Chen.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Fri, 13 Mar 2020 at 16:41, Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

Dear Mr Lee,

WITHOUT PREJUDICE

Noted with thanks.

Kindly send Final invoice and all supporting documents directly to MSIG

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims Dept <claims_itr@bifrostauto.com>

Sent: Friday, 13 March 2020 4:31 PM

To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Cc: Assessment <claims@bifrostauto.com>; Claims Dept <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: Re: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - 2ND REMINDER -

Dear Kenneth,

We accepted your offer Lump Sum of \$2300.00 and 5 working days for SJK 749 Y.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Thu, 27 Feb 2020 at 10:47, Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com> wrote:

Attach finalised for SJK 749Y. We pay \$200 per panel for the Matt sticker only.

From: Claims Dept [mailto:claims_ltr@bifrostauto.com]

Sent: Thursday, 20 February, 2020 11:52 AM

To: Kenneth Kong (LKKAuto)

Cc: Cc: Assessment; Claims Dept; Claims Dept

Subject: Re: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - 2ND REMINDER - follow up

Dear Kenneth, please update me if you still having problem of viewing all the attachment.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Thu, 20 Feb 2020 at 11:16, Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com> wrote:

Did not received, maybe your photo size too large. You can reduce the size and try again.

From: Claims Dept [mailto:claims_ltr@bifrostauto.com]

Sent: Thursday, 20 February, 2020 10:45 AM

To: Kenneth Kong (LKKAuto)

Cc: Cc: Assessment; Claims Dept; Claims Dept

Subject: Re: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - 2ND REMINDER

Dear Kenneth, I did sent out all those requests via email on Monday, 17 Feb 2020 at 15:16.

We also attached the sticker's invoice from the vendor inside the email for your easy reference, hope you able to retrrive it.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Thu, 20 Feb 2020 at 08:44, Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com> wrote:

Where is the resurvey photos that I have requested?? Can I have the breakdown of the sticker as it is too expansive?

From: Claims Dept [mailto:claims_ltr@bifrotauto.com]

Sent: Wednesday, 19 February, 2020 1:15 PM

To: Kenneth Kong (LKKAuto)

Cc: Cc: Assessment; Claims Dept; Claims Dept

Subject: Re: FINALISATION FOR OUR CLIENT SJK 749 Y, YOUR INSURED SLA 48 R ON 15/01/2020 - 2ND REMINDER

Without Prejudice

Dear Kenneth,

We still have not received any response since our email sent to you on 17/2/20.

Looking froward to finalise and close this case as soonest.

Your kind attention with reagrds to this matter is highly appreciated.

Thanks & Regards

Mr Lee, PBM

Bifrost Auto Pte Ltd

Accident Claims Dept

On Mon, 17 Feb 2020 at 15:16, Claims Dept <claims_ltr@bifrotauto.com> wrote:

Without Prejudice

Dear Kenneth, based on your marking on 4/2/2020, we would appreciate if you were able to close this case under **Lump Sum of \$3,899.00**

Parts given : \$2,111.90 minus 20% = \$1,689.52

Nett items given : \$700.00

Labour given : \$810.00

Period of repairs given 5 days, Rental car for 5 days x \$140.00 : \$700.00

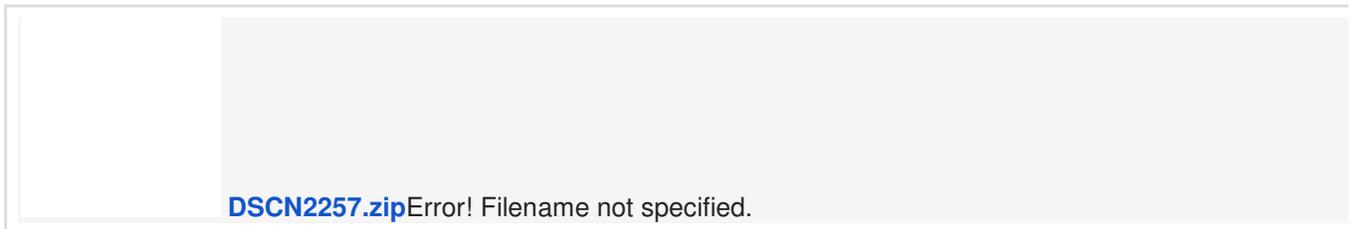
Grand total = \$3,899.52

We do attached after paint photos & marking for your kind perusal. As request, we also attached invoice for rewrap from our vendor for your easy reference.

Looking forward to your positive reply and to close this case as soonest, please.

Thanks & Regards

Mr Lee, PBM



Bifrost Auto Pte Ltd

Accident Claims Dept