

Vic (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Wednesday, 25 March, 2020 5:09 PM
To: Claims Dept; Vic (LKKAUTO)
Cc: Admin A; Assessment; Claims Dept; Claims Dept
Subject: RE: Re : PRS for our client's vehicle SHA 2611 Z and your insured's vehicle SBZ 1177 G on 20.01.2020 - 2ND REMINDER *** LKK REF: CC6/CTI20002130/Dha3n2
Attachments: SHA 2611 Z - LOD.pdf

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 | fax: 67414108

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

From: Claims Dept <claims_itr@bifrostauto.com>

Sent: Wednesday, 25 March, 2020 2:08 PM

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>; Assessment <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_ltm@bifrostauto.com>

Subject: Re: Re : PRS for our client's vehicle SHA 2611 Z and your insured's vehicle SBZ 1177 G on 20.01.2020 - 2ND REMINDER

WITHOUT PREJUDICE

Dear Sir / Madam, despite our email to you on 11/03/2020 @ 13:13 ;

We were quite disappointed as we have still not heard on the final closure timely as requested in the earlier 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 Wed, 11 Mar 2020 at 13:13, Claims Dept <claims_ltm@bifrostauto.com> wrote:

WITHOUT PREJUDICE

Dear Sir/Mdm,

Enclosed herewith our client's letter of demand with supporting documents.

Kindly let us have your reply within 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

Thanks & Regards,
Bifrost Auto Pte Ltd
Accident Claims Dept

On Fri, 31 Jan 2020 at 12:50, Nivitha (LKK Auto) <admin-d@lkkauto.com> wrote:

Dear Sir/Mdm,

Noted with thanks.

Will arrange for the survey today.

Wishing you a Happy and Prosperous Lunar New Year



Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Claims Dept [mailto:claims_ltm@bifrostable.com]

Sent: Friday, 31 January 2020 12:30 PM

To: admin-a@lkkauto.com; admin-d@lkkauto.com

Cc: Assessment; Claims Dept

Subject: Re: Re : PRS for our client's vehicle SHA 2611 Z and your insured's vehicle SBZ 1177 G on 20.01.2020.

WITHOUT PREJUDICE / URGENT

Hi,

Pls assign for PRS survey immediately.

The vehicle already lying the the workshop.

Pls confirm soon.

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept

On Wed, 29 Jan 2020 at 16:56, Claims Dept <claims_ltm@bifrostable.com> wrote:

WITHOUT PREJUDICE

Hi,

Pls confirm the PRS asap.

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept

----- Forwarded message -----

From: **Claims Dept** <claims_ltm@bifrotauto.com>

Date: Wed, 29 Jan 2020 at 11:38

Subject: Re : PRS for our client's vehicle SHA 2611 Z and your insured's vehicle SBZ 1177 G on 20.01.2020.

To: <admin-a@lkkauto.com>

Cc: Assessment <claims@bifrotauto.com>, Claims Dept <claims_ltv@bifrotauto.com>, <assessment_ltc@bifrotauto.com>

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Lee Ah Hua, to notify you of the aforesaid accident involving our client's vehicle SHA 2611 Z and your insured's vehicle SBZ 1177 G on 20.01.2020.

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

This serves as a **NOTICE** that we are claiming against SBZ 1177 G 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.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

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 / claims_ltm@bifrostable.com

VEH IN (Date & Time) : **29.01.2020**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

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.

CONFIDENTIALITY NOTICE

This e-mail (including any attachments) may contain information that is privileged or confidential.

The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept



This email has been checked for viruses by AVG antivirus software.

www.avg.com