

Shirley Hiew (LKK Auto)

From: Kenneth Kong (LKKAuto)
Sent: Friday, 26 June 2020 2:55 pm
To: Shirley Hiew (LKK Auto)
Subject: Re: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Where got supplementary... the support panel is in the estimate lah \$900 pus. Need to spoon feed is it??

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 26 June 2020 2:42 PM
To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Subject: RE: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Hi Kenneth,

If you don't have the supplementary list then can at least let me know the supplementary prices?

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 23 June 2020 2:59 pm
To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Subject: RE: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Can you provide me supplementary list?

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Sent: Tuesday, 23 June 2020 2:57 pm

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Subject: Re: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Headlamp support panel Cracked.

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Tuesday, 23 June 2020 11:48 AM

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

Subject: RE: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Hi Kenneth,

I can't get your final figure, L/S \$ 6,100.00 is the figure I get.

Or got any supplementary?

Please update me and I will help you email the marked estimate to repairer.

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Sent: Thursday, 18 June 2020 12:04 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Re: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Already confirmed L/Sump \$6500.00, 4days.

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, 17 June 2020 5:07 PM
To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: FW: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Hi Kenneth,

Repairer is chasing finalise.

Kindly assist.

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Claims Dept <claims_ltr@bifrostauto.com>
Sent: Wednesday, 17 June 2020 4:51 pm
To: Claims Dept <claims_ltm@bifrostauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

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

Subject: Re: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF4094S (MSIG) on 10.02.2020.

Without Prejudice.

Dear Sir / /Madam,

I have not receive any finalisation for SHC 7095 U, appreciate if you were able to look into this case as soonest, please.

Looking forward to hearing from you soon.

Thanks & Regards

Mr Lee, PBM
Bifrost Auto Pte Ltd
Accident Claims Dept

On Mon, 17 Feb 2020 at 11:31, Claims Dept <claims_ltm@bifrostauto.com> wrote:

WITHOUT PREJUDICE

Hi,

We selected LKK Auto Consultants Pte Ltd.

Pls pass the assignment and inform LKK to call the under-signed asap.

Ms Lim (96412187)
Thanks & Regards,
Bifrost Auto Pte Ltd
Accident Claims Dept

On Mon, 17 Feb 2020 at 10:54, Helene Phua <helene_phua@sg.msig-asia.com> wrote:

Hi,

We refer to your email dated 17/02/2020.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) A-Pac Adjusters & Surveyors Pte Ltd
- 4) STA Inspection Pte Ltd
- 5) Appraisal VP Pte Ltd
- 6) AutoProbe Consultants
- 7) **MSIG In-House Surveyors**

This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

| | |
|-------------------|------------------|
| 1. Xing Guo Qiang | 6) Chow Bo Xiong |
| 2. Kenneth Kong | 7) Siew Meng Hui |
| 3. Marcus Chua | 8) Daniel Chan |
| 4. Ng You Han | 9) Victor Png |
| 5. Gary Soon | 10) Samuel Phun |

In your response, please also provide us a list of 10 surveyors as your nominated SJE, regardless of whether you agree or disagree to our above nominated SJE. We may consider appointing one of your nominated SJE in case of any of our nominated SJE is not available.

NB:

- a. ***Fast lane settlement is not applicable for cases that liability is in dispute***
- b. If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Please contact us (MSIG) by clicking this link: motorsurvey@sg.msig-asia.com

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Claims Dept <claims_ltm@bifrostauto.com>

Sent: Monday, 17 February 2020 10:44 AM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>; Helene Phua <helene_phua@sg.msig-asia.com>

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

Subject: Re: PRS for our client's vehicle SHC 7095 U and your insured's vehicle SMF 4094 S on 10.02.2020.

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Phang Boon San, to notify you of the aforesaid accident involving our client's vehicle SHC 7095 U and your insured's vehicle SMF 4094 S on 10.02.2020.

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

This serves as a **NOTICE** that we are claiming against SMF 4094 S 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) : **17.02.2020**

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

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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.

Ms Lim (96412187)

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept