

RE: FW: SNM20D201786/SMF4900R/elizabeth - PRS our client's vehicle SHC 8276 H and your insured's vehicle SMF 4900 R on 16.04.2020.

Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>

Tue 21/4/2020 10:23 PM

To: Claims Dept <claims_ltm@bifrostauto.com>; claims_ltt@bifrostauto.com <claims_ltt@bifrostauto.com>
Cc: Assessment <claims@bifrostauto.com>; Accident Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; **Admin A <admin-a@lkkauto.com>**

Without Prejudice

Dear Lim,

Noted. We will arrange LKK to survey your client's vehicle.

Dear LKK,

Please conduct a pre-repair inspection of third party's vehicle SHC8276H. We will forward the GIA reports to you shortly.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thanks and Best Regards

Elizabeth Chew
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | F: (65) 6222 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Claims Dept <claims_ltm@bifrostauto.com>

Sent: Tuesday, April 21, 2020 2:28 PM

To: claims_ltt@bifrostauto.com

Cc: Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>; Assessment <claims@bifrostauto.com>; Accident Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: FW: SNM20D201786/SMF4900R/elizabeth - PRS our client's vehicle SHC 8276 H and your insured's vehicle SMF 4900 R on 16.04.2020.

WITHOUT PREJUDICE / URGENT

Hi Elizabeth,

We refer to our reply to you on 18 April 2020 related to PRS.

LKK has not yet received any assignment from your company. Please send your assignment immediately.

Our client reserves the right to seek recover for the loss of hire and income for the delay caused in this PRS's delay.

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



Virus-free. www.avg.com

On Sat, 18 Apr 2020 at 09:16, Claims Dept <claims_ltt@bifrostauto.com> wrote:

WITHOUT PREJUDICE

Dear Sir/Mdm,

Our client has selected LKK.

Please let us have your claim number and office-in-charge's contact.

Please let us have the clearance of liability for direct settlement.

Please assign the pre-repair survey the soonest possible.

Thanks and regards
Ms Heah
Bifrost Auto Pte Ltd
Accident Claims Dept
Phone 91591616

On Fri, 17 Apr 2020 at 19:01, Elizabeth Chew <elizabeth.chew@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sirs,

We refer to your email of even date.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop. We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

LKK / LBS / STA /FORMTEAM

Adrian Ling
Kelvin Ang
See Chew Seng
Mohd Fadhilah Bin Osman
Xing Quo Qiang
Kenneth Kong
Simon Ho
Chua Weijie
Marcus Chua
Gary Soon
Chow Bo Xiong
Ben Chua
Kenji Tan
Ng You Han
Li Le Wei
Bryan Teng
Adam Ng
You Jing Feng
Terence Low
Henry Ng

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.

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Thanks and Best Regards

Elizabeth Chew
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Claims Dept of CTI
Sent: Friday, April 17, 2020 4:16 PM
To: Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>; claims_ltv@bifrostauto.com;
claims_ltm@bifrostauto.com
Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: o/r: SNM20D201786/SMF4900R/elizabeth - PRS our client's vehicle SHC 8276 H and your insured's vehicle SMF 4900 R on 16.04.2020.

Dear Elizabeth,

Please conduct PRS SHC8276H.

Note : officer in charge – Elizabeth 63896172

*** Kindly quote our reference number when replying.

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Thank you

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城
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From: Claims Dept <claims_ltm@bifrostauto.com>
Sent: Friday, April 17, 2020 12:14 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Regina <assessment_ltc@bifrostauto.com>; Accident Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; claims_ltm@bifrostauto.com
Subject: Re: PRS our client's vehicle SHC 8276 H and your insured's vehicle SMF 4900 R on 16.04.2020.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Ng Beng Teck, to notify you of the aforesaid accident involving our client's vehicle SHC 8276 H and your insured's vehicle SMF 4900 R on 16.04.2020.

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

This serves as a **NOTICE** that we are claiming against SMF 4900 R 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@bifrostauto.com / claims_ltm@bifrostauto.com

VEH IN (Date & Time) :

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

Error! Filename not specified.

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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Thanks & Regards,
Bifrost Auto Pte Ltd
Accident Claims Dept

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