

Shiau Chan (LKKAUTO)

From: Claims Dept <claims_itr@bifrostauto.com>
Sent: Saturday, 11 September 2021 10:33 AM
To: Shiau Chan (LKKAUTO)
Cc: Cc: Assessment; Claims Dept; Claims Dept; Claims Dept
Subject: Re: TP VEHICLE SHC 8276 H DOA: 16/04/2020 / Finalization Acceptance

Without Prejudice

Dear Shiau Chan

Much to our disappointment, we have to reject the finalization offer dated Friday, 27 August 2021 @13:49.

However, we are pleased to confirm finalization at Lump Sum \$14,500.00 with 08 repair days based on your email dated Fri 10 Sep 2021 at 16:19.

Please let us have the handling claims officer email/contact so we can quickly bring closure to this matter.

Thank you & Best Regards

Mr Yee
Bifrost Auto Pte Ltd
Accident Claims Dept

On Fri, 10 Sept 2021 at 17:40, Claims Dept <claims_itr@bifrostauto.com> wrote:

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Date: Fri, 10 Sept 2021 at 16:19
Subject: RE: TP VEHICLE SHC 8276H DOA: 16/04/2020
To: claims_itr@bifrostauto.com <claims_itr@bifrostauto.com>, Kenneth Kong (LKKAUTO) <KennethKong@lkkauto.com>
Cc: Ms Lim <claims_ltm@bifrostauto.com>, Joseph Koh <claims@bifrostauto.com>, Claims Dept <claims_ltv@bifrostauto.com>, SUR <sur@lkkauto.com>

Dear Mr Yee,

WITHOUT PREJUDICE

Re-offer Lump Sum \$14,500.00 & 8 repair days. (Subject to insurance approval)

Kindly check and confirm.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 6 September 2021 5:29 PM

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

Cc: Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; SUR <sur@lkkauto.com>

Subject: RE: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Mr Yee,

Can confirm?

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, 27 August 2021 1:49 pm

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

Cc: Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; SUR <sur@lkkauto.com>

Subject: RE: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Mr Yee,

WITHOUT PREJUDICE

Re-offer Lump Sum \$14,5000.00 & 8 repair days. (Subject to insurance approval)

Kindly check and confirm.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Wednesday, 9 June 2021 4:58 pm

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

Cc: Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; SUR <sur@lkkauto.com>

Subject: FW: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Mr Yee,

Received with thanks.

Dear Kenneth,

FYNA.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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_ltr@bifrotauto.com>

Sent: Wednesday, 9 June 2021 4:54 pm

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: claims_lts@bifrotauto.com; Ms Lim <claims_ltm@bifrotauto.com>; Joseph Koh <claims@bifrotauto.com>;
Claims Dept <claims_ltv@bifrotauto.com>; SUR <sur@lkkauto.com>

Subject: Re: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Shiau Chan

Please find attached book value and LTA rebate for your perusal.

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

On Wed, 9 Jun 2021 at 16:39, Shiau Chan (LKKAuto) <siewsc@lkkauto.com> wrote:

Dear Mr Yee,

Have any updates of SHC 8276H Book value & LTA Rebate?

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Tuesday, 11 May 2021 11:05 am

To: Claims Dept <claims_ltr@bifrostauto.com>

Cc: claims_lts@bifrostauto.com; Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>;
Claims Dept <claims_ltv@bifrostauto.com>; SUR <sur@lkkauto.com>

Subject: RE: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Mr Yee,

Have any updates?

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims Dept <claims_ltr@bifrostauto.com>

Sent: Thursday, 8 April 2021 12:49 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: claims_lts@bifrostauto.com; Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>;

Claims Dept <claims_ltv@bifrostable.com>; SUR <sur@lkkauto.com>

Subject: Re: TP VEHICLE SHC 8276H DOA: 16/04/2020

Without Prejudice

Dear Shiau Chan,

Apologies. Noted and will expedite.

On Thu, 8 Apr 2021 at 11:11, Shiau Chan (LKKAuto) <siewsc@lkkauto.com> wrote:

Dear Mr Yee,

Kindly expedite the Book Value & LTA rebate of above vehicle to us as insurance officer keep chase us the status.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, 26 March 2021 2:36 PM

To: claims_ltv@bifrostable.com

Cc: Claims Dept <claims_ltr@bifrostable.com>; Ms Lim <claims_ltm@bifrostable.com>; Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>; SUR <sur@lkkauto.com>

Subject: RE: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Mr Yee,

Re-send.

Kindly provide us the Book Value & LTA rebate of above vehicle.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 18 February 2021 2:21 PM

To: claims_lts@bifrostauto.com

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; SUR <sur@lkkauto.com>

Subject: RE: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Mr Yee,

As spoken with you.

Kindly provide us the Book Value & LTA rebate of above vehicle.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, 29 January 2021 4:37 PM

To: claims_lts@bifrostauto.com

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; SUR <sur@lkkauto.com>

Subject: TP VEHICLE SHC 8276H DOA: 16/04/2020

Dear Sir/Madam,

WITHOUT PREJUDICE

Offer Lump Sum \$7,800.00 and 8 repair days.

Kindly check and confirm.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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