

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 4 June 2020 5:22 pm  
**To:** Chua, Gek Tiang Ruth; Teo, Grace  
**Cc:** Admin-D (LKKAuto); assignments; SUR  
**Subject:** RE: LKK \ CMTD2001670/RUC - SLH1719U & GBJ3065S ACC on 25/05/2020 (PRE-REPAIR SURVEY REQUEST)  
**Attachments:** PRELI ADVISE - GBJ 3065S.pdf

Dear Ruth,

Enclosed preliminary revised of vehicle GBJ 3065S.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Teo, Grace <grace.teo@sompo.com.sg>  
**Sent:** Tuesday, 2 June 2020 10:36 am  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>  
**Subject:** LKK \ CMTD2001670/RUC - SLH1719U & GBJ3065S ACC on 25/05/2020 (PRE-REPAIR SURVEY REQUEST)

Hi LKK,

Attached herewith both OI & TP reports.

**[Working From Home with effect from 06 April 2020]**

Best Regards  
**Grace Teo**  
Claims Division

D: 6329 5170 | T: 6461 6555

For motor claims survey request, please email to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)



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**From:** Teo, Grace

**Sent:** Tuesday, June 2, 2020 10:30 AM

**To:** 'Claims Dept' <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; 'admin-d@lkkauto.com' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Subject:** LKK \ CMTD2001670/RUC - SLH1719U & GBJ3065S ACC on 25/05/2020 (PRE-REPAIR SURVEY REQUEST)

Our Reference: CMTD2001670/RUC

Your Reference: GBJ3065S

**Without Prejudice**  
**EMAIL ONLY**

Date: 02/06/2020

**OUR Email:** [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)

**Attention:**  
**M/S BIFROST AUTO**

Dear Nur'Ikhwan,

**ACCIDENT INVOLVING SLH1719U & GBJ3065S ON 25.05.2020**

We refer to your email reply of today.

We will appoint **LKK Auto** to conduct the survey.

Hi **LKK Auto**,

Please make the arrangement to survey for **GBJ3065S** on a without prejudice and any admission of liability basis.

Please be informed that **Ms. Ruth Chua** the handler of this case who can be contacted at 63295 153/  
[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg).

Please revert your report upon completion of survey to my colleague, **Ms. Ruth**.

Thank you.

[Working From Home with effect from 06 April 2020]

Best Regards

**Grace Teo**

Claims Division

D: 6329 5170 | T: 6461 6555

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**From:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>

**Sent:** Tuesday, June 2, 2020 10:25 AM

**To:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>

**Cc:** Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Subject:** Re: PRI \ CMTD2001670/RUC - SLH1719U & GBJ3065S ACC on 25/05/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice,

Dear Sir/Maam,

We wish to nominate LKK to conduct the PRS.

Thank you.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

Nur'Ikhwan  
Motor Claims Department  
Tel: 9329 0237

On Tue, 2 Jun 2020 at 10:18, Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)> wrote:

Our Reference: CMTD2001670/RUC  
Your Reference: GBJ3065S

Date: 02/06/2020

**Without Prejudice**  
**EMAIL ONLY**

**OUR Email: [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)**

**Attention:**  
M/S BIFROST AUTO

Dear Nur'Ikhwan,

**ACCIDENT INVOLVING SLH1719U & GBJ3065S ON 25.05.2020**

We refer to your Notice of Accident dated 02/06/2020.

Please be informed that **Ms. Ruth Chua** is the handler of this case who can be contacted at 63295 153/  
[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg) .

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert.

**Pre-Repair Survey**

	Motor Surveyor	Surveyor	Selection (Indicate as tick)
1	Raleigh Services	Andrew Ow Yong	
		Vincent Ng	
2	LKK Auto Consultants	Kenneth Kong Seng Cheong	
		Marcus Chua Kang Seng	
3	Priority Services	Jimmy Lee	
		Lawrence Ng	
		Jeffrey Ong	

Please let us know within **two (2) working days** whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select up to two of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

[Working From Home with effect from 06 April 2020]

Best Regards

**Grace Teo**

Claims Division

**D:** 6329 5170 | **T:** 6461 6555

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**From:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Sent:** Tuesday, June 2, 2020 10:06 AM  
**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>  
**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Subject:** Accident involving GBJ 3065 S & SLH 1719 U on 25/05/2020 (PRE-REPAIR SURVEY REQUEST)

**EXTERNAL SENDER:** Do not click links or open attachments unless you recognize the sender and know the content is safe.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Chang Privauto , to notify you of the aforesaid accident involving our client's vehicle GBJ 3065 S and your insured's vehicle SLH 1719 U on 25/05/2020.

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

This serves as a **NOTICE** that we are claiming against SLH 1719 U 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, along with your list of at least **ten (10) motor surveyors**.

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:** 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** IKHWAN (93290237)

**Contact Email:** [claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)

VEH IN (Date & Time) : 02/06/2020

PRS ARRANGEMENT (Date & Time) : 03/06/2020 After 1030hrs ( Vehicle In )

**PLEASE DO NOT ARRANGE FOR GENESIS AUTO TO CONDUCT THE PRS.**

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.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

Nur'Ikhwana

Motor Claims Department

Tel: 9329 0237