

Jasper Chua (LKK Auto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Monday, 5 April 2021 9:29 AM
To: Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI REF: DM20HO01083/JT

Dear Jasper,

Please proceed to settle TPD up to your recommendation of **\$24,708.38**.

Kindly let us have the Discharge Voucher and bank details of the workshop upon settlement in order for us to process payment.

Thank you.

Announcement

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Wednesday, 31 March 2021 5:18 pm
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI REF: DM20HO01083/JT

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver lost control.

A letter was sent out to the Insured to notify TP claim and NCD issues and no feedback received till date.

Summary to offer to repairer **BIFROST AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 53,115.26	\$ 22,679.72
Loss of Income (11 days x \$80.00)	\$ 880.00	\$ 550.00
Loss of Rental (11 days x \$126.47)	\$ 1,391.17	\$ 1,391.17
Towing Fee	\$ 80.00	\$ 80.00
LTA Search	\$ 7.49	\$ 7.49
Proposed Total	\$ 55,473.92	\$ 24,708.38

(11 days x
\$50.00)

Breakdown of days is as follows:

Recommended repair days	11
Weekends / Downtime	0
CLAIM DAYS	11

For your approval and/or further instruction please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Sent: Wednesday, 12 August 2020 8:32 AM

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

Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI
REF: DM20HO01083/JT

Dear Mei Kwan,

Please find enclosed GIA report as requested.

Announcement

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Thank you.

Regards,

Jaime Tay

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: 11 August 2020 18:54

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI

REF: DM20HO01083/JT

YOUR REF: DM20HO01083/JT

LKK REF: CC4/EQI20007820/Db3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 6528P on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Jasper and he can be contacted at DID: 6841 2928.

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)

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 29 July, 2020 2:20 PM

To: jaime.tay@eqinsurance.com.sg; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI
REF: DM20HO01083/JT

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Sent: Wednesday, 29 July, 2020 1:51 PM

To: Claims Dept <claims_ltr@bifrostauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI
REF: DM20HO01083/JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Sirs,

Thank you for your email. Arrangement will be made accordingly.

Please let us have your client's video footage pending any comments for liability.

Dear Sirs,

Please assist on PRS and DS.

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From: Claims Dept [mailto:claims_ltt@bifrostauto.com]

Sent: 29 July 2020 12:26

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

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

Subject: Re: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020. // EQI
REF: DM20HO01083/JT

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

On Wed, 29 Jul 2020 at 12:15, Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Costs

Dear Sir,

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please **revert within 2 working days** if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have

agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	8) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
9) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432	10) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

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Regards,

Jaime Tay

Executive | Claims



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From: Claims Dept [mailto:claims_ltt@bifrostauto.com]

Sent: 29 July 2020 11:15

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

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

Subject: PRS for our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Tiong Oon Chuong, to notify you of the aforesaid accident involving our client's vehicle SHD 6528 P and your insured's vehicle GBG 4970 M on 28.07.2020.

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

This serves as a **NOTICE** that we are claiming against GBG 4970 M 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 / Ms Heah

Contact Email: claims_ltv@bifrotauto.com / claims_ltm@bifrotauto.com / claims_ltt@bifrotauto.com

VEH IN (Date & Time) : **29.07.2020**

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.

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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 and regards

Ms Heah

Bifrost Auto Pte Ltd

Accident Claims Dept