

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Tuesday, 11 August, 2020 7:35 PM  
**To:** 'Joel Goh'  
**Cc:** Jasper Chua (LKK Auto); Admin A  
**Subject:** RE: REMINDER PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020. (DM20HO01079-JG)  
**Attachments:** Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf  
**Categories:** HMK

**YOUR REF: DM20HO01079-JG**  
**LKK REF: CC4/EQI20007835/Db3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 3288B on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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](mailto: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***

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Wednesday, 29 July, 2020 5:19 PM  
**To:** 'Joel Goh' <joel.goh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: REMINDER PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020. (DM20HO01079-JG)

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Sent:** Wednesday, 29 July, 2020 4:00 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REMINDER PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020. (DM20HO01079-JG)

Dear LKK

Attached all accident reports for your attention.

**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 - read

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Best Regards,

**Joel Goh**

Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Joel Goh

**Sent:** Wednesday, July 29, 2020 3:55 PM

**To:** 'Claims Dept'

**Cc:** Claims Dept; Accident Claims Dept; Assessment; Claims Dept; Admin A

**Subject:** RE: REMINDER PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020. (DM20HO01079-JG)

**Without Prejudice**

**Save As To Cost**

Dear Ms Heah

Thank you for your confirmation.

We welcome direct settlement for this accident and will assign LKK to handle the direct settlement.

Dear LKK

Please assist on this DS.

## 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 -ready to serve you.

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 via Zoom.

Best Regards,  
Joel Goh

Senior Executive | Claims



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did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
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**From:** Claims Dept [[mailto:claims\\_ltt@bifrostauto.com](mailto:claims_ltt@bifrostauto.com)]

**Sent:** Wednesday, July 29, 2020 10:38 AM

**To:** Joel Goh

**Cc:** Claims Dept; Accident Claims Dept; Assessment; Claims Dept

**Subject:** Re: REMINDER PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020. (DM20HO01079-JG)

## **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 10:09, Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)> wrote:

**Without Prejudice**

**Save As To Costs**

Dear Lim

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.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) Automobile Inspection Services Pte Ltd</b>  Tel: 6286 0155  Fax: 6284 1539  Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b>  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace	<b>4) Priority Services</b>  Tel: 6293 4822  Fax: 6296 3283  Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b>  Tel: 6748 6076  Fax: 6748 0361  Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256 3561  Fax: 6741 4108
<b>7) JP Knights Pte Ltd</b>  Tel: 6345 0068  Fax: 6344 5328	<b>8) Appraisals Associates Pte Ltd</b>  Tel : 6747 2822

	Fax: 6747 0070
<b>9) Infiniti Appraisal Service</b>  Tel : 9668 4818/9009 9001  Fax: 6458 7432	<b>10) Formteam Adjusters Pte Ltd</b>  Tel: 6509 1788  Fax: 6509 6221

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.

#### **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 -rea

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Best Regards,  
**Joel Goh**

Senior Executive | Claims



#### **EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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**From:** Claims Dept [mailto:[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)]

**Sent:** Tuesday, July 28, 2020 3:31 PM

**To:** EQI PRS

**Cc:** Accident Claims Dept; Assessment; Claims Dept; Claims Dept

**Subject:** Re: REMINDER PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020.

**WITHOUT PREJUDICE / URGENT**

Hi,

Our email refers.

Please reply to the PRS as soon as possible.

LC LIM

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept

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

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

**Date:** Mon, 27 Jul 2020 at 18:01

**Subject:** RE: PRS FOR our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020.

**To:** EQI PRS <[eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)>

**Cc:** Accident Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>, Claims Dept <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>, Assessment <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>, Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Boh Jee Chiat, to notify you of the aforesaid accident involving our client's vehicle SHD 3288 B and your insured's vehicle GBG 3548 G on 25.07.2020.

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

This serves as a **NOTICE** that we are claiming against GBG 3548 G 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@bifrostable.com](mailto:claims_ltv@bifrostable.com) / [claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com) / [claims\\_ltt@bifrostable.com](mailto:claims_ltt@bifrostable.com)

VEH IN (Date & Time) : **27.07.2020**

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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LC LIM

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept





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