

# BIFROST AUTO PTE. LTD.

GST, Reg. No. : 201929175W

WITHOUT PREJUDICE

Our Ref : **SHD 3288 B**  
Your Ref : **GBG 3548 G**

EQ Insurance Company Ltd  
5 Maxwell Road  
#17-00 Tower Block MND Complex  
Singapore 069110

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 25.07.2020 @ 13:30 hours along CTE Slip Road TWDS PIE ( Changi ) involving vehicles SHD 3288 B and GBG 3548 G , SMD 4250 T , SJE 9946 S

We refer to the above-mentioned accident.

We are claiming as per below:-

1. Repair Cost – Lump Sum (With GST)	\$	15,515.00
2. Loss of Income for 12 Days x \$80/- per day	\$	960.00
3. Loss of Rental for 12 Days x \$114.95 per day (With GST)	\$	1,379.40
4. LTA/GIA Search fee (With GST)	\$	7.49
5. Towing Fee	\$	80.00
<b>TOTAL</b>	<b>\$</b>	<b>17,941.89</b>

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, Rental Agreement/Tax invoice, Mileage Record, Towing Fee and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at [claims@bifrostauto.com](mailto:claims@bifrostauto.com)

Yours faithfully,  
**BIFROST AUTO PTE. LTD.**

**NOTE:** # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.

*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.*

*GST at 7% is charged where applicable*

# BIFROST AUTO PTE. LTD.

Co. Reg. No. : 201929175W

## LETTER OF AUTHORISATION

Accident on 25.07.2020 @ 13:30 hours along CTE Slip Road TWDS PIE ( Changi ) involving vehicles SHD 3288 B and GBG 3548 G , SMD 4250 T , SJE 9946 S

In consideration of **Bifrost Auto Pte Ltd, 6001 Beach Road #22-01, Golden Mile Tower Singapore 199589**, repairing my/our motor vehicle no **SHD 3288 B** at my request, I/We, **Boh Jee Chiat** ("the claimant") of **Blk 552 Ang Mo Kio Ave 10 # 23 - 1978 Singapore 560552** (address) bearing NRIC No **S xxxx184E** the owner / hirer of motor vehicle no **SHD 3288 B**, hereby authorize them to demand claim, settle and receive whatever amount settle payable by the insurance company or third party or commence legal proceeding for cost of repairs, loss of use / income and etc to any of their appointed solicitors to act for me/us in respect of the said accident/claim and all the amount claimed or settled shall belong and make payable to them absolutely by the insurance company of the third party. I/We further authorized them to give an absolute discharge on my/our behalf and to sign discharge voucher(s) and any other documents necessary or incidentals to the conduct and disposal of my/our above claims.

I/We further agree to fully co-operate and attend all court hearings that are necessary to prosecute the claims maintained by **Bifrost Auto Pte Ltd**.

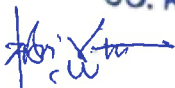
I/We further agree and undertake to indemnify them against my/our claim for costs which arise therewith.

In the event that my/our claim is unsuccessful, I/we undertake to pay to **Bifrost Auto Pte Ltd** the cost of repairs to my/our vehicle.

In the event that settlement cheque were to be drawn in my/our favour, I/we hereby give my/our instructions to clear the said cheque on my/our behalf by presenting the same for payment directly into **Bifrost Auto Pte Ltd** account. Upon clearance of the said cheque, I/we further authorize **Bifrost Auto Pte Ltd** and/or their appointed law firm to utilize the monies to pay their charges without further reference to me. I confirm that the payment to **Bifrost Auto Pte Ltd** shall amount to a good discharge of **Bifrost Auto Pte Ltd** and/or their appointed law firm's obligation to me in respect of the settlement monies.

Dated this 05 day of 08 (month) 20 20 (year)

COMFORT TRANSPORTATION PTE LTD  
CO. REG. NO. 198303821R



Signed by "the claimant"

Name: **Boh Jee Chiat**

NRIC No: **S xxxx184E**



Signed by Bifrost Auto Pte Ltd

Name: Regina



# BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

## Tax Invoice

**EQ Insurance Company Ltd**  
**5 Maxwell Road**  
**#17-00 Tower Block MND Complex**  
**Singapore 069110**

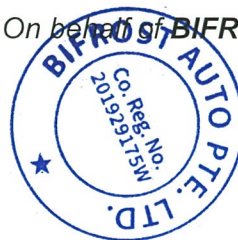
**Inv. No. :** BA.LT.2202017  
**Inv. Date :** 22-02-2022  
**Ref :** 25.07.2020  
**Terms :** 30 Days  
**Veh. No. :** SHD 3288 B  
**Make & Model :** i40

#	Description	Qty	Rate	Total	Tax
1	LUMP SUM REPAIR AS RECOMMEDED BY SURVEYOR	1.0	\$14,500.00	\$14,500.00	\$1,015.00

**Subtotal for invoice :** S\$14,500.00  
**GST (7.0%) :** S\$1,015.00  
**Total :** S\$15,515.00

*I agree to the price as listed above and  
affirm that the goods are received in good  
condition.*

On behalf of **BIFROST AUTO PTE. LTD.**



(Customer's Signature and Company Stamp)

(Authorised Signature)

Please make cheque payable to "BIFROST AUTO PTE LTD" and mail to **6001 BEACH ROAD #22-01, GOLDEN MILE TOWER Singapore 199589** or direct bank transfer to **DBS Bank Current Account 070-902-886-1**.

Our Ref: CT20070342

Date: 03 August 2020



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON                      25/07/2020    @   13:30 hrs  
ALONG                                CTE SLIP ROAD TWDS PIE (CHANGI)  
INVOLVING                        GBG3548G, SMD4250T, SJE9946S

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHD3288B** (the "Taxi"). The Taxi was hired to **BOH JEE CHIAT IC NO SXXXX184E** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$114.95** per day (inclusive of GST).

Please be advised that the Taxi was insured with **MS First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay  
Manager, Fleet Safety

This is a computer generated letter. No signature is required.

SHD3288B ✓

305413424 ✓

[illegible]

Flag off 5/8/2020 11:00hrs



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 27 Jul 2020 / 10:21:19

Receipt Date/Time : 27 Jul 2020 / 10:21:19

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-200727-000707

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - GBG3548G				
As at 25 Jul 2020/13:30:00				
Insurance Co: EQ INSURANCE COMPANY LTD				
1	Insurance Enquiry - GBG3548G Enquiry Fee 20200727102020365337	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
<b>Total Before Rounding</b>		7.00	0.49	7.49
<b>Rounding Difference</b>				0.04
<b>Total Amount Payable</b>				7.45
Paid By				
	411911XXXXXX7094	eNETS Credit Card		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

# 高 GAO

Express Towing Services

You Call, We Tow - Fast . Secured . Reliable

47 Jalan Pemimpin Halcyon 2 #C01-02 Singapore 577200 Co. Reg. No. 53152603L HP: 900 900 92 Email: [jim.koh@hotmail.com](mailto:jim.koh@hotmail.com) Website: <http://www.gaoexpress towing.sg>

## CASH SALE/WORK ORDER

車號

Messrs:

車號

Vehicle No:

車型

Model No:

時間 (日/夜)

Time (day/night):

Contact No:

由

Location:

到

To:

Cash \$:

經手人

Authorised By:

Tow Truck

Driver Name:

注意本公司對所拖之車輛,在進行中如有任何損失或破壞,一概由車主自行負責。

Note: Vehicle is towed at owner's risk. The company accepts no responsibility for damages or other misdeemeanour to your vehicle whilst being towed.

No.

189963

Date:

27/7/2020

- ☐ Jump Start/Changing of battery
- ☐ Tyre Replacement
- ☒ Accident/Breakdown
- ☐ Multi/Basement
- ☐ With Load/Cargo Box
- ☐ King Dolly
- ☐ Transport Charge
- ☐ Low Body Kit
- ☐ Door Opening Service
- ☐ Crane Up/Winch Out
- ☐ Collect Doc/Key
- ☐ Repo
- ☐ Woodlands and Tuas Checkpoint

## Hsiao Tong (LKKAuto)

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**From:** Claims Dept <claims\_ltr@bifrostauto.com>  
**Sent:** Tuesday, 22 February 2022 9:54 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Claims Dept; Joseph Koh; claims\_ltm@bifrostauto.com; claims\_ltv@bifrostauto.com; Admin A  
**Subject:** Re: SHD 3288 B / DOA: 25.07.2020 / Your Ref(GBG 3548 G) / LOD Issuance \*\*\* LKK  
REF: CC4/EQI20007835/Dpa3q2 / Settlement Pending #4 Video / Settlement  
Acceptance

Without Prejudice

Dear Hsiao Tong

Thank you for the clarification.

Please find below information for payment clearance.

<b>Account Name</b>	BIFROST AUTO PTE LTD
<b>Account Number</b>	0709028861
<b>Bank Name</b>	DBS BANK LTD
<b>Bank &amp; Branch Code</b>	7171 / 070

Looking forward to payment clearance soon.

Thank you & Best Regards

Mr Yee  
Bifrost Auto Pte Ltd  
Accident Claims Dept  
Tel : 6243 6687

*If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.*



## **Jasper Chua (LKK Auto)**

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Tuesday, 15 September 2020 11:26 AM  
**To:** ADMIN@TONGLOONG.COM  
**Subject:** ACCIDENT INVOLVING GBG 3548G / SHD 3288B / OTHERS ON 25/07/2020

**Our Ref: CC4/EQI20007835/Db3**

15 SEPTEMBER 2020

**TONG LOONG ENGINEERING PTE LTD**

Dear Sir/Madam,

**ACCIDENT INVOLVING GBG 3548G / SHD 3288B / OTHERS ON 25/07/2020**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal EQ INSURANCE COMPANY LIMITED.

Please call us if you have further queries.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAuto)

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**From:** chenhow.ng <chenhow.ng@eqinsurance.com.sg>  
**Sent:** Friday, 18 February 2022 3:24 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [Seek Mandate] - 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:** CDG Taxi Extends Rental Relief Till Sept, Goes Into The Red.pdf

Dear Hsiao Tong,

1. Our mandate is as follows:-

Cost of Repair	\$15515.00
Loss of Rental	\$1061.40 ( less \$26.50/day relief)- 12 days
Loss of Income	\$600.00 (12 days)
Towing and LTA	\$87.49
<b>Total</b>	<b>\$17263.89</b>

2. Please state that the offer and settlement is as per MCF principles for chain collision.

**"With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)"**

### **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 support our customers.  
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 video conference.

Best Regards,  
Ng Chen How

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)



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

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**From:** Melody Teoh  
**Sent:** Friday, February 18, 2022 11:35 AM

**To:** chenhaw.ng <chenhaw.ng@eqinsurance.com.sg>

**Cc:** 'chewht@lkkauto.com' <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** FW: [Seek Mandate] - 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 CH,

For your handling please.

Thank you.

**Announcement**

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)”**

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 support our customers.

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Best Regards,

**Melody Teoh**

Executive | Claims



**EQ Insurance Company Limited**

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

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

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



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Friday, February 18, 2022 11:32 AM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>

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

**Subject:** [Seek Mandate] - 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

We refer to the email from Joel, which we had missed out. Please find our surveyor's comments below.

1. The damage on third party's bootlid and bonnet does not seem that serious and unrepairable. Please assist to confirm that the damage cannot be repaired and provide additional photos or point out the damages in your survey photos.

The rear bootlid was found to be bent and dented at the contour areas of the rear bootlid, which made it difficult for panel beating to be carried out. Hence, it was recommended to be replaced. As for the front bonnet, it was found to be bent at the leading edge. Panel beating at the edge may distort the original shape of the front bonnet and lead to uneven alignment between the leading edge of the front bonnet and top part of the taxi's front bumper. Hence it was recommended to be replaced. Refer to below photos, which were attached in our survey report.



Photo show rear bootlid bent due to the rear end panel pushed inwards.



Photo show inner right side of rear bootlid dented. The dented area was at the contour of the rear bootlid, which made panel beating difficult.



Photo show inner left side of rear bootlid dented. The dented area was at the contour of the rear bootlid, which made panel beating difficult.





Photo show the front bonnet bent at the leading edge. Panel beating at the edge may distort the original shape of the front bonnet and result in uneven alignment when re-fit.



Photo show another view of the front bonnet bent.



Photo show the right side of the front bonnet (red arrow) higher than the left side (yellow arrow) at the leading edge of the front bonnet. Panel beating at the edge may distort the original shape of the front bonnet and result in uneven alignment when re-fit.

2. The damage on third party's front does not seem serious that it might cause damage to radiator, aircon condenser and inter cooler.

Please assist to provide additional photos or point out the damages in your survey photos on these damages

The front exterior of the taxi may seem to have not sustained severe damage however the impact force during the contact pushed the front body of the taxi inwards leading to induced (hidden) damage to parts like the aircon condenser, radiator and intercooler. The front bumper of the taxi was dismantled in our surveyor's presence and after the dismantle, the aircon condenser was found to be bent at the top centre area. This was due to the front support panel being pushed inwards during contact with the vehicle in front. The aircon condenser, which was mounted on this front support panel was consequently pushed inwards leading to the aircon condenser bending and ultimately damaging the fins of the radiator, which was mounted directly behind the aircon condenser. As for the intercooler, it was found to be bent/dented with fresh damage observed to the fins. The intercooler is mounted adjacent to the vertical section of the front support panel. The side edge of the intercooler was bent/dented when the front support panel was pushed inwards. Refer to below photos, which were attached in our survey report.



Photo shows the aircon condenser bent at the top centre area after the taxi's front bumper was dismantled in surveyor's presence.





Photo shows the intercooler's side edge bent/dented with fresh damage to the fins after the taxi's front bumper was dismantled in surveyor's presence.



Photo show the aircon condenser bent at the top centre area. The bent aircon condenser had contacted onto the radiator leading to the damage of the radiator fins.



Photo show the damage to the fins of the radiator as a result of contact from the bent aircon condenser.

Hope the above clarified.

Kindly let us have your mandate after reviewing the matter.

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: -  
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:** Thursday, 1 April 2021 8:55 AM  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Cc:** 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 Jasper

Thank you for your email.

Please assist to clarify on the following damages

1. The damage on third party's bootlid and bonnet does not seem that serious and unrepairable.  
Please assist to confirm that the damage cannot be repaired and provide additional photos or point out the damages in your survey photos
2. The damage on third party's front does not seem serious that it might cause damage to radiator, aircon condenser and inter cooler.  
Please assist to provide additional photos or point out the damages in your survey photos on these damages

## **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.

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

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)



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

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**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Sent:** Wednesday, 31 March 2021 5:22 PM

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

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

**Subject:** 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/Mdm,

We refer to the subject matter.

It was reported that Insured driver involve in 5 vehicle chain collision, insured driver is the fourth car.

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)	\$ 36,702.24	\$ 15,515.00
Loss of Income (12 days x \$80.00)	\$ 960.00	\$ 600.00
Loss of Rental (12 days x \$114.95)	\$ 1,379.40	\$ 1,379.40
Towing Fee	\$ 80.00	\$ 80.00
LTA Search	\$ 7.49	\$ 7.49

<b>Proposed Total</b>	\$ 39,129.13	\$ 17,581.89
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**Breakdown of days is as follows:**

Recommended repair days	10
Weekends / Downtime	2
<b>CLAIM DAYS</b>	<b>12</b>

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](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 11 August 2020 7:35 PM

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

**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; 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)

**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](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 29 July, 2020 5:19 PM

**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 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 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 -reac

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)



A handwritten signature in dark ink, appearing to be a cursive 'J' followed by a flourish.

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the*

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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 resume our operations.  
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 video conference.

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)



A handwritten signature in dark ink, appearing to be "Joel Goh", with a long, sweeping underline.

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

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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 -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

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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@bifrostable.com](mailto:claims_ltm@bifrostable.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@bifrostable.com](mailto:claims_ltr@bifrostable.com)>, Claims Dept <[claims\\_ltt@bifrostable.com](mailto:claims_ltt@bifrostable.com)>, Assessment <[claims@bifrostable.com](mailto:claims@bifrostable.com)>, Claims Dept <[claims\\_ltv@bifrostable.com](mailto:claims_ltv@bifrostable.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 enclose 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



Virus-free. [www.avg.com](http://www.avg.com)