

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 17 September, 2020 4:50 PM  
**To:** jaime.tay@eqinsurance.com.sg  
**Cc:** Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: RE : PRS FOR our client's vehicle SH 6002 M and your insured's vehicle YN5536T on 05.09.2020. // EQI REF: DM20HO01305/JT  
**Attachments:** TP ESTIMATE + SUPP.pdf; WHEEL ALIGNMENT REPORT.pdf; Preliminary Advice.pdf  
**Categories:** HMK

**EQI REF: DM20HO01305/JT**  
**LKK REF: CC4/EQI20009551/Dga3**

Dear Jaime,

We refer to the above matter.

We had inspected TP vehicle SH 6002M on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Wheel alignment report

Meanwhile, 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 Cecilia.

***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:** Tuesday, 8 September, 2020 9:12 AM  
**To:** jaime.tay@eqinsurance.com.sg; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: RE : PRS FOR our client's vehicle SH 6002 M and your insured's vehicle YN5536T on 05.09.2020. // EQI REF: DM20HO01305/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](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:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Monday, 7 September, 2020 5:33 PM  
**To:** Claims Dept <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Accident Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>; Assessment <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**Subject:** RE: RE : PRS FOR our client's vehicle SH 6002 M and your insured's vehicle YN5536T on 05.09.2020. // EQI  
REF: DM20HO01305/JT

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Sirs,

We refer to your email.

We are unable to comment on liability as our insured has not reported the accident.  
We have written to them and will revert on your/ your client's claim once we receive the SAS.

Meanwhile, please let us have your client's video footage.

OIC: Jaime Tay

Dear Sirs,

**Please arrange for PRS on WP basis.**

**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.

Thank you.

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



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

**Sent:** 07 September 2020 17:12

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

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

**Subject:** Re: RE : PRS FOR our client's vehicle SH 6002 M and your insured's vehicle YN5536T on 05.09.2020. // EQI  
REF: DM20HO01305/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 as soon as possible.

LC LIM

Thanks & Regards,  
Bifrost Auto Pte Ltd  
Accident Claims Dept

On Mon, 7 Sep 2020 at 17:07, Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)> wrote:

### Without Prejudice

#### Save As To Costs

Dear Sir,

Our Insured has not reported the accident. Please let us have your client's video footage.

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) <b>AJAX Inspection Services Pte Ltd</b>	2) <b>Automobile Inspection Services Pte Ltd</b>
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Tel: 6255 0808  Fax: 6849 9155	Tel: 6286 0155  Fax: 6284 1539  Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace	<b>4) Priority Services</b>  Tel: 62934822  Fax: 62963283  Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b>  Tel: 67486076  Fax: 67480361  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: 63450068  Fax: 63445328	<b>8) Appraisals Associates Pte Ltd</b>  Tel : 67472822  Fax: 67470070
<b>9) Infiniti Appraisal Service</b>  Tel : 96684818/90099001  Fax: 64587432	<b>10) Formteam Adjusters Pte Ltd</b>  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.

**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

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

**Sent:** 07 September 2020 15:49

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

**Cc:** Accident Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>; Claims Dept <[claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)>; Assessment <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>

**Subject:** RE : PRS FOR our client's vehicle SH 6002 M and your insured's vehicle YN 5536 T on 05.09.2020.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Chew Choon Aik, to notify you of the aforesaid accident involving our client's vehicle SH 6002 M and your insured's vehicle YN 5536 T on 05.09.2020.

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

This serves as a **NOTICE** that we are claiming against YN 5536 T 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

**Contact Email:** [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com) / [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)

VEH IN (Date & Time) : **07.09.2020**

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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LC LIM

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept