

## Shiau Chan (LKKAuto)

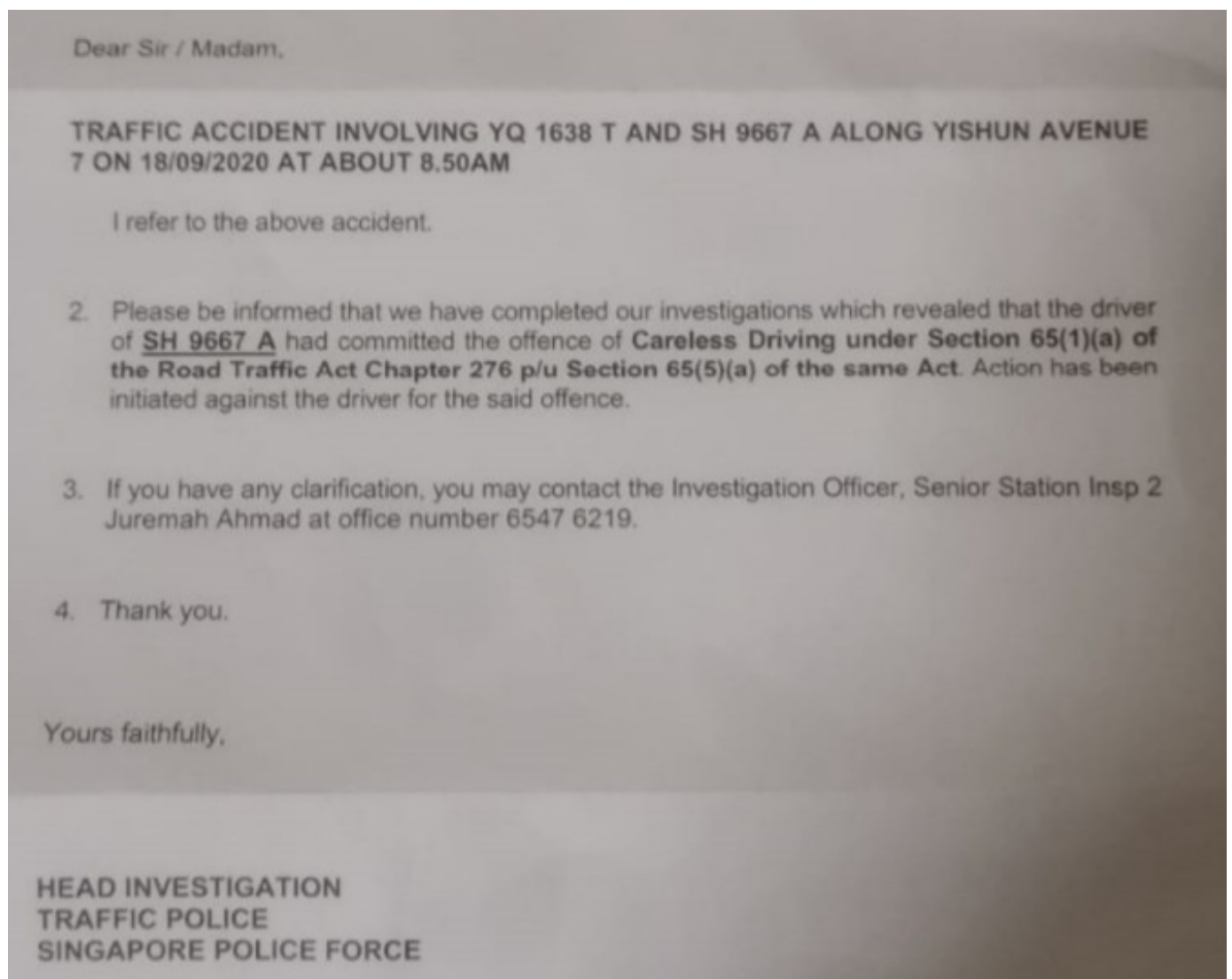
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**From:** Chhia Nyuk Pui <NyukPui\_Chhia@sg.msig-asia.com>  
**Sent:** Wednesday, 30 December 2020 12:25 PM  
**To:** claims\_lts@bifrostauto.com  
**Cc:** SUR  
**Subject:** RE: SH 9667 A / DOA: 18.09.2020 / MSIG / Finalization Acceptance / LOD Issuance.  
Our ref: 247715

Dear Sir/Madam

Without Prejudice

We are unable to consider your client's claim. The traffic police took action against your driver for careless driving.  
Thank you.



**Chhia Nyuk Pui**

Senior Executive, Claims Services

Direct line +65 6594 2521 | Direct fax +65 6643 1349 | [nyukpui\\_chhia@sg.msig-asia.com](mailto:nyukpui_chhia@sg.msig-asia.com)



**MSIG Insurance (Singapore) Pte. Ltd.** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220

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*Please note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. This may include disclosing and sharing your personal data with our service providers and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore, for the proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws (collectively, "the Purpose"). We may also need to disclose or share your personal data with service providers who are sited outside Singapore for the Purpose.*

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**From:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Sent:** Monday, 28 December 2020 2:29 PM


**To:** Chhia Nyuk Pui <[NyukPui\\_Chhia@sg.msig-asia.com](mailto:NyukPui_Chhia@sg.msig-asia.com)>

**Cc:** [claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)

**Subject:** FW: SH 9667 A / DOA: 18.09.2020 / MSIG / Finalization Acceptance / LOD Issuance

Dear Chhia,

Please assist. Tks.

 Please note that our Customer Service Centre will accept walk-ins by appointments only. For more details on how you can make an appointment with us, please refer to our official Facebook page or our website at [msig.com.sg](https://msig.com.sg).

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



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

**Sent:** Monday, 28 December 2020 1:42 PM

**To:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com); [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com);

[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)

**Subject:** Re: SH 9667 A / DOA: 18.09.2020 / MSIG / Finalization Acceptance / LOD Issuance

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

**WITHOUT PREJUDICE**

Dear Sir/Mdm,

Enclosed herewith our client's letter of demand with supporting documents.

Kindly let us have your reply within the next 14 days upon receipt of this letter.

To add on, based on NIMA protocol, since the work/repair process for the above-said vehicle falls into 02 weekends & reporting/PRI 02 days, therefore, there will be a **total of 11 days including repair days** as stated in my LOD, kindly issue your DV for this closure.

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

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

On Mon, 28 Dec 2020 at 13:00, Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)> wrote:

Dear Mr Yee

Please submit your LOD to MSIG for their further handling.

Note that all finalization is subject to insurer's approval.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>  
**Sent:** Thursday, 24 December 2020 3:34 PM  
**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com); [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com); [claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)  
**Subject:** SH 9667 A / DOA: 18.09.2020 / MSIG / Finalization Acceptance

Without Prejudice

Dear Sir/Madam,

As per tele conversation, we accept the finalization offer of PBP \$14,044.80, 08 repair days.

Please advise to whom we should send our LOD.

Thank you & Best Regards

Mr Yee

Bifrost Auto Pte Ltd

Accident Claims Dept

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