

Su Li (LKK Auto)

From: Su Li (LKK Auto)
Sent: Thursday, 19 November 2020 4:44 PM
To: ONG LI LI; Cecilia Chong (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: PRS FOR our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020 Our Ref: 20/20/20/VC00/023738 LKK REF : CC4/LPC20010724/g3 [External General]
Attachments: TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SHB 2173R at M/s BIFROST AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**

Kindly take note that the case handler in-charge is Cecilia.

To check availability of the case handler, you may contact the undersigned.

**** 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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: ONG LI LI [mailto:llong@lonpac.com]

Sent: Thursday, 15 October 2020 2:17 PM

To: Su Li (LKK Auto); Cecilia Chong (LKK Auto)

Cc: MT_Claim_SG; Admin A

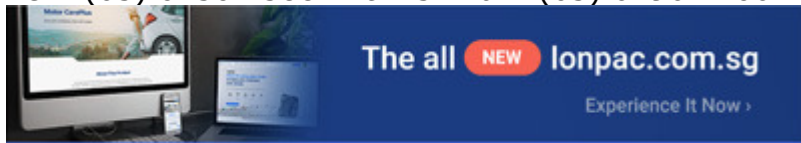
Subject: RE: PRS FOR our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020 Our Ref: 20/20/20/VC00/023738 LKK REF : CC4/LPC20010724/g3 [External General]

Lonpac External - General

Dear Su Li

Please see attached for our Insured's GIA report.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - General data is for internal / external use.

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Thursday, 15 October 2020 2:04 PM

To: ONG LI LI <long@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRS FOR our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020 Our Ref: 20/20/20/VC00/023738 [External General] LKK REF : CC4/LPC20010724/g3

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHB 2173R at M/s BIFROST AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Cecilia.

To check availability of the case handler, you may contact the undersigned.

**** 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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Admin-D (LKKAuto)

Sent: Tuesday, 6 October 2020 11:18 AM

To: 'ONG LI LI'; assignments

Cc: 'MT_Claim_SG'; Admin A

Subject: RE: PRS FOR our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020 Our Ref: 20/20/20/VC00/023738 [External General]

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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: ONG LI LI <long@lonpac.com>

Sent: Monday, 5 October 2020 4:28 PM

To: Assessment Dept <assessment_ltc@bifrostauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; claims@bifrostauto.com; 'assignments@lkkauto.com' <assignments@lkkauto.com>; admin <admin-d@lkkauto.com>

Subject: RE: PRS FOR our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020 Our Ref: 20/20/20/VC00/023738 [External General]

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Regina

Our Insured has not reported the accident.

Please note that all ARC's subsidiaries and affiliates workshop will need to use insurers' appointed surveyor, therefore, we will not be providing the list of surveyors.

We are appointing LKK Auto Consultants Pte Ltd to survey your client's vehicle, please provide liaise with them accordingly.

Dear LKK

FYA

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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From: Assessment Dept [mailto:assessment_ltc@bifrostauto.com]

Sent: Monday, 5 October 2020 3:38 PM

To: MT_Claim_SG <mt_claim@lonpac.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; claims@bifrostauto.com

Subject: PRS FOR our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Yeo Suan Hin, to notify you of the aforesaid accident involving our client's vehicle SHB 2173 R and your insured's vehicle YP 9126 G on 03.10.2020.

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

This serves as a **NOTICE** that we are claiming against YP 9126 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 / Regina / Wilson

Contact Email: claims_ltv@bifrostauto.com / claims_ltm@bifrostauto.com / assessment_ltc@bifrostauto.com

VEH IN (Date & Time) : **05.10.2020**

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.

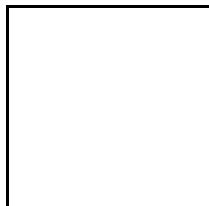
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Best Regards
Regina / Wilson
Assessment Dept
BIFROST AUTO PTE LTD
O: 62436687



This email has been checked for viruses by AVG antivirus software.
www.avg.com