

## Shiau Chan (LKKAUTO)

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**From:** Guo Qiang (LKKAUTO)  
**Sent:** Tuesday, 5 April 2022 7:19 PM  
**To:** SUR; CS A Team  
**Subject:** 转发: 4th REMINDER Finalise of SMM 827 J - DOA: 17/10/2020

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**发件人:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**已发送:** 2022 年 4 月 5 日 19:19:00 (UTC+08:00) Kuala Lumpur, Singapore  
**收件人:** Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>  
**抄送:** claims <claims@bifrostauto.com>; Claims Dept <claims\_rar@bifrostauto.com>  
**主题:** Re: 4th REMINDER Finalise of SMM 827 J - DOA: 17/10/2020

### Without Prejudice

Dear Mr Guo Qiang,

We accept the finalized amount of LS \$2,000/-4 Days of repair for Vehicle number: **SMM 827 J**

We will follow up with the LOD shortly.

Thank you.

*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.*

Best Regards,  
Andrew  
**Motor Claims Department**  
**BIFROST AUTO PTE. LTD**

On Mon, 4 Apr 2022 at 12:33, Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)> wrote:  
Hi Suanne,

Finalize COR \$2000 before GST @ 4 days.  
COR subject to insurance approval.  
Please provide after repair photos.

Regards,  
Guo Qiang

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发件人: Guo Qiang (LKKAUTO)  
发送时间: 2021 年 11 月 18 日 12:50  
收件人: Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
抄送: claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
主题: RE: 4th REMINDER Finalise of SMM 827 J - DOA: 17/10/2020

Hi Suanne,

Finalize COR \$2000 before GST @ 4 days.  
COR subject to insurance approval.  
Please provide after repair photos.

Regards,  
Guo Qiang

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**From:** Assessment Dept [mailto:[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)]  
**Sent:** Tuesday, 16 November, 2021 2:40 PM  
**To:** Guo Qiang (LKKAUTO)  
**Cc:** claims; Shiau Chan (LKKAUTO)  
**Subject:** Re: 4th REMINDER Finalise of SMM 827 J - DOA: 17/10/2020

Hi Guo Qiang,

Can we close at \$2,500?

*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.*

Regards,  
Suanne Tan  
Motor Claims Department

On 25 Oct 2021, at 3:30 PM, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

Dear Guo Qiang,

Can we close at L/S 2,500?

*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.*

Regards,  
Suanne Tan  
Motor Claims Department

On 29 Sep 2021, at 3:18 PM, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

WITHOUT PREJUDICE

Dear Guo Qiang,

Can we close at L/S \$2,500?

Thank you.

*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.*

Regards,  
Suanne Tan  
Motor Claims Department

On 30 Aug 2021, at 7:11 PM, Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)> wrote:

Dear Suanne,

Finalize COR \$2000 before GST @ 4 days.  
COR subject to insurance approval.  
Please provide after repair photos.

Regards,  
Guo Qiang

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**发件人:** Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**发送时间:** 2021 年 8 月 2 日 09:45  
**收件人:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**抄送:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**主题:** 回复: 2nd REMINDER Finalise of SMM 827 J - DOA: 17/10/2020

Dear Suanne,

Finalize COR \$2000 before GST @ 4 days.  
COR subject to insurance approval.  
Please provide after repair photos.

Regards,  
Guo Qiang

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**发件人:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**发送时间:** 2021 年 7 月 29 日 22:38  
**收件人:** Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; Denise Tay (LKKAUTO) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**抄送:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**主题:** Re: 2nd REMINDER Finalise of SMM 827 J - DOA: 17/10/2020

## 2nd Reminder

Dear Guo Qiang,

Please let us have the final repair amount.

Thank you.

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Regards,  
Suanne Tan  
Motor Claims Department

On 10 May 2021, at 1:07 PM, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

Dear Denise / Guo Qiang,

Please confirm finalisation

Reattaching estimate fyn.

Thank you.  
Regards,  
Suanne Tan  
Motor Claims Department

<SMM\_827\_J\_-\_MARKED\_ESTIMATE.pdf>

On 5 Jan 2021, at 4:30 PM, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

Hi Guo Qiang,

Gentle reminder.

Kindly let us have your finalisation.

*Thank you.*

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Bifrost Auto Pte Ltd  
Motor Claims Department  
Tel: 9329 0237

On Thu, 24 Dec 2020 at 15:46, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

Hi Guo Qiang,

Kindly finalise the repair cost with us as soon as possible.

Enclosed the after paint photo for your perusal.

Thank you.

*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.*

Bifrost Auto Pte Ltd  
Motor Claims Department  
Tel: 9329 0237

<SMM 827J - ESTIMATE. pdf>