

## Nivitha (LKK Auto)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Friday, 6 November 2020 2:29 PM  
**To:** Assessment Dept; assignments@lkkauto.com  
**Cc:** Claims Dept; Ms Lim; Joseph Koh; Claims Dept  
**Subject:** RE: PRS FOR our client's vehicle SHD 7047 D and SMU 4783 H on 04.11.2020 // EQI REF: DM20HO01647/JT  
**Attachments:** SHD 7047D - LTA Search.pdf; SHD 7047D - GIA Report.pdf

**EQI REF: DM20HO01647/JT**

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

Dear Sirs,

Thank you for your email. Arrangement will be made accordingly.

Please let us have your client's video footage, if any.

Dear Sirs,

**Please assist on PRS.**

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



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**From:** Assessment Dept [mailto:assessment\_ltc@bifrostauto.com]  
**Sent:** 06 November 2020 14:16  
**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Claims Dept <claims\_itr@bifrostauto.com>; Ms Lim <claims\_ltm@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims\_ltv@bifrostauto.com>  
Subject: Re: PRS FOR our client's vehicle SHD 7047 D and SMU 4783 H on 04.11.2020 // EQI REF: DM20HO01647/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.

On Fri, 6 Nov 2020 at 13:42, Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)> wrote:

**Without Prejudice**

**Save As To Costs**

Dear Sir,

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>  Tel: 6255 0808  Fax: 6849 9155	2) <b>Automobile Inspection Services Pte Ltd</b>  Tel: 6286 0155  Fax: 6284 1539  Contact Person: Sophia
3) <b>LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace	4) <b>Priority Services</b>  Tel: 62934822  Fax: 62963283  Contact Person: Sharon

<p>5) <b>RT Appraisal Pte Ltd</b></p> <p>Tel: 67486076</p> <p>Fax: 67480361</p> <p>Contact Person: Elson/Elgene</p>	<p>6) <b>LKK Auto Consultants Pte Ltd</b></p> <p>Tel: 6256-3561</p> <p>Fax: 6741-4108</p>
<p>7) <b>JP Knights Pte Ltd</b></p> <p>Tel: 63450068</p> <p>Fax: 63445328</p>	<p>8) <b>Appraisals Associates Pte Ltd</b></p> <p>Tel : 67472822</p> <p>Fax: 67470070</p>
<p>9) <b>Infiniti Appraisal Service</b></p> <p>Tel : 96684818/90099001</p> <p>Fax: 64587432</p>	<p>10) <b>Formteam Adjusters Pte Ltd</b></p> <p>Tel: 65091788</p> <p>Fax: 65096221</p>

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.

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Regards,

Jaime Tay

Executive | Claims



**EQ Insurance Company Limited**

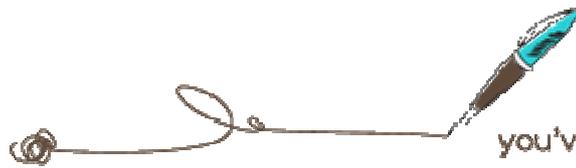
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**From:** Assessment Dept [mailto:[assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com)]

**Sent:** 06 November 2020 10:59

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>; Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>; Ms Lim <[claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com)>; Joseph Koh <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; Claims Dept <[claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)>

**Subject:** PRS FOR our client's vehicle SHD 7047 D and SMU 4783 H on 04.11.2020

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Jumali Bin Kassim, to notify you of the aforesaid accident involving our client's vehicle SHD 7047 D and your insured's vehicle SMU 4783 H on 04.11.2020.

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

This serves as a **NOTICE** that we are claiming against SMU 4783 H 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](mailto:claims_ltv@bifrostauto.com) / [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com) / [assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)

VEH IN (Date & Time) : **06.11.2020**

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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Best Regards

Regina / Wilson

Assessment Dept

**BIFROST AUTO PTE LTD**

O: 62436687

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Best Regards

Regina / Wilson

Assessment Dept

**BIFROST AUTO PTE LTD**

O: 62436687