

Summer Lee (LKK Auto)

From: Teo, Grace <grace.teo@sompo.com.sg>
Sent: Wednesday, 16 December, 2020 11:41 AM
To: Claims Dept; 'admin-d@lkkauto.com'; 'assignments@lkkauto.com'; 'SUR'
Cc: Choo, Thelma; claims; Lucas Chow
Subject: PRI(LKK)\ CMTD2003664/THE - Accident involving SMR 5138 E & SMA928YP on 13/12/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Our Reference: CMTD2003664/THE
Your Reference: SMR5138E

Hi Sir/Madam,

We refer to your email reply of today.

We do not agree to your list of surveyors.

As such, we will be appointing our motor surveyor, **LKK AUTO** to conduct the pre-repair survey of your client's vehicle.

The pre-repair survey will include a survey of the vehicle when its damaged parts are being dismantled prior to the commencement of repairs.

We would like our motor surveyor to conduct a post repair inspection once your client's vehicle has been repaired.

The survey is conducted on a without Prejudice basis and without any admission of liability.

Aside to **LKK AUTO**,

Please arrange **Mr. Kenneth or Mr. Marcus** to survey **SMR5138E** on a without prejudice and any admission of liability basis.

Please revert your report upon completion of survey to my colleague, **Ms. Thelma.**

Thank you.

Please be informed that our office will relocate to #03-03 at Singapore Land Tower with effect from 1 Dec 2020. Kindly direct invoices and business correspondence to our new registered address.

Thank you.

[Working From Home with effect from 06 April 2020]

Best Regards
Grace Teo

For motor claims survey request, please email to motorsurvey@sompo.com.sg



Sompo Insurance Singapore Pte. Ltd.

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

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From: Claims Dept <claims_rar@bifrostauto.com>

Sent: Wednesday, December 16, 2020 10:01 AM

To: Teo, Grace <grace.teo@sompo.com.sg>; Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Choo, Thelma <thelma.choo@sompo.com.sg>; claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>

Subject: Re: PRI\ CMTD2003664/THE - Accident involving SMR 5138 E & SMA928YP on 13/12/2020 (PRE-REPAIR SURVEY REQUEST)

EXTERNAL SENDER: Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear *Ms*

We refer to the above matter.

We regret to inform you that our client will not appoint any of the surveyors from your list provided in your *letter* dated *today*.

However, we are pleased to provide below a list of ten surveyors for your consideration.

Gilbert Leow Impact Analysis Consultant
Andy Ho Impact Analysis Consultant
Shandy Loh Impact Analysis Consultant
Michael Yap Mccoy Pte Ltd
Joshua Ong Delta-V Consultant
James Ong Delta-V Consultant
Nick Ng Delta-V Consultant
Loo Yee Khang Cozon Engineers
Alex Teo Cozon Engineers
Denise Yap Pal's Appraiser Pte Ltd

Kindly let us know if you agree or disagree to appointing any of the above surveyors within the timeline stipulated under the NIMA protocol.

Thank you.

Regards

On Wednesday, 16 December 2020, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference: CMTD2003664/THE
Your Reference: SMR5138E

Date: 16/12/2020

Without Prejudice
EMAIL ONLY

OUR Email: motorsurvey@sompo.com.sg

Attention:
M/S BIFROST AUTO

Hi Nur'Ikhwan,

ACCIDENT INVOLVING SMA928P & SMR5138E ON 13.12.2020

We refer to your Notice of Accident dated 15/12/2020.

*Please be informed that **Ms. Thelma Choo** is the handler of this case who can be contacted at 63224 681/
thelma.choo@sompo.com.sg.*

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert.

Pre-Repair Survey

	Motor Surveyor	Surveyor	Selection (Indicate as tick)
	LKK Auto Consultants	Kenneth Kong Seng Cheong	
		Marcus Chua Kang Seng	
	Priority Services	Jimmy Lee	
		Lawrence Ng	
		Jeffrey Ong	

Please let us know within **two (2) working days** whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select up to two of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Please be informed that our office will relocate to #03-03 at Singapore Land Tower with effect from 1 Dec 2020. Kindly direct invoices and business correspondence to our new registered address.

Thank you.

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | **T:** 6461 6555

For motor claims survey request, please email to motorsurvey@sompo.com.sg



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From: Claims Dept <claims_rar@bifrotauto.com>

Sent: Tuesday, December 15, 2020 3:39 PM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: claims <claims@bifrotauto.com>; Lucas Chow <assessment_ral@bifrotauto.com>

Subject: Accident involving SMR 5138 E & SMA 928 Y on 13/12/2020 (PRE-REPAIR SURVEY REQUEST)

EXTERNAL SENDER: Do not click links or open attachments unless you recognize the sender and know the content is safe.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, HERRIZUAN BIN JAMAIN , to notify you of the aforesaid accident involving our client's vehicle SMR5138E and your insured's vehicle SMA928Y on 13/12/2020.

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

This serves as a **NOTICE** that we are claiming against SMA928Y 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, along with your list of at least **ten (10) motor surveyors**.

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: [8 Kaki Bukit Ave 4 #01](#)-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: IKHWAN (93290237)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 13/12/2020

PRS ARRANGEMENT (Date & Time) : 16/12/2020 after 1400hrs (Vehicle In)

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.

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.

Nur'Ikhwan
Motor Claims Department
Tel: 9329 0237

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Nur'Ikhwan
Motor Claims Department
Tel: 9329 0237