

## Denise Tay (LKKAUTO)

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**From:** WONG JOSEPHINE <josephinewong@uoi.com.sg>  
**Sent:** Tuesday, 5 January 2021 9:39 AM  
**To:** Denise Tay (LKKAUTO); Admin-D (LKKAUTO)  
**Cc:** LEE KATIE  
**Subject:** RE: Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Denise

Kindly use vehicle no as reference as no claim no yet .

Thanks

Due to the COVID-19 situation, most of our staff are working from home.  
While we remain committed to serving you, there may be delay in our customer services.  
We thank you for your kind understanding under such challenging circumstances.

### Josephine Wong

Executive  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • josephinewong@uoi.com.sg

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**From:** Denise Tay (LKKAUTO) <denisetay@lkkauto.com>  
**Sent:** Tuesday, January 5, 2021 9:04 AM  
**To:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>; LEE KATIE <katielee@uoi.com.sg>; assignments <assignments@lkkauto.com>  
**Cc:** WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)

Dear Katie,

Please provide your ref no.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 23 December 2020 2:55 PM

**To:** 'LEE KATIE' <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'WONG JOSEPHINE' <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)

Dear Sir/Mdm,

Thank you for the assignment.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

*\* 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*

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Wednesday, 23 December 2020 2:20 PM

**To:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>

**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>; LKK Paya Ubi <[rspu@lkkauto.com](mailto:rspu@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)

**Importance:** High

**WITHOUT PREJUDICE**

Dear Sirs,

We are not agreeable to appoint your list of surveyor as SJE. We will proceed to inform LKK to carry out the pre-repair and post-repair inspection of your client's vehicle.

Aside to LKK, kindly acknowledge receipt of this new assignment.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

**Katie Lee**

Manager  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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

**Sent:** Wednesday, 23 December 2020 1:53 PM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Subject:** Re: Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)

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

*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

On Wed, 23 Dec 2020 at 13:18, LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)> wrote:

Resend list of motor surveyor.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

**Katie Lee**

Manager

Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • [katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)

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**From:** LEE KATIE  
**Sent:** Wednesday, 23 December 2020 1:16 PM  
**To:** 'Claims Dept' <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>  
**Cc:** claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; Lucas Chow <[assessment\\_ral@bifrotauto.com](mailto:assessment_ral@bifrotauto.com)>; WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>  
**Subject:** RE: Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)  
**Importance:** High

WITHOUT PREJUDICE

Dear Sirs,

We propose to appoint LKK Auto Consultants as SJE for this case.

Kindly advise and forward us a copy of the estimation for our information.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

**Katie Lee**

Manager

Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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**From:** Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>

**Sent:** Wednesday, 23 December 2020 11:58 AM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Cc:** claims <[claims@bifrostable.com](mailto:claims@bifrostable.com)>; Lucas Chow <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>

**Subject:** Accident involving SMP 3132 U & SMA 1012 A on 21/12/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, TAN CHUN HUI , to notify you of the aforesaid accident involving our client's vehicle SMP3132U and your insured's vehicle SMA1012A on 21/12/2020.

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

This serves as a **NOTICE** that we are claiming against SMA1012A 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](mailto:claims_rar@bifrostauto.com)

VEH IN (Date & Time) : 25/10/2020

PRS ARRANGEMENT (Date & Time) : 26/10/2020 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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