



Menu



## Service Request Details

Claim

[S1M03CR4](#)

Reference

CC4/ASM21007426/Bba3

Loss Date

27 June 2021

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Report Date

6 Jul 2021 5:34:00 PM

Request Date

7 July 2021

Due Date

7 July 2022

Services

Pending verification - Direct Settlement

### Actions

Next Step

Finish the work

[Complete Work](#)

Vehicle Information

Incident Vehicle Registration #  
GBG8748M

Make  
TPVD

Model  
UNKNOWN

Service Address

, , ,

Primary Contact/Insured

COMFORT TRANSPORTATION PTE LTD  
383 SIN MING DRIVE, 575717, Singapore  
65551188

Claim Handler

CHAN Kian Chuan  
68805444  
kianchuan.chan@axa.com.sg

Additional Instructions

WS BIFROST

Messages3

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

TYPE 



SUBJECT	Re:RE: Re:RE: Re:TP LOD
BODY	MAINTAIN REJECTION
<hr/>	
TYPE	
SENT	18/11/21 10:44 AM
FROM	LKK AUTO CONSULTANTS PTE LTD (TP)
SUBJECT	RE: Re:RE: Re:TP LOD
BODY	Hi, Please be informed that 3rd party disagreed on...
<hr/>	
TYPE	
SENT	9/9/21 10:37 AM
FROM	CHAN Kian Chuan
SUBJECT	Re:RE: Re:TP LOD
BODY	YES, PLS PROCEED TO REJECT CLAIM.
<hr/>	
TYPE	
SENT	9/9/21 10:32 AM
FROM	LKK AUTO CONSULTANTS PTE LTD (TP)
SUBJECT	RE: Re:TP LOD
BODY	Based on the video footage, TP vehicle encroached ...
<hr/>	
TYPE	
SENT	8/9/21 1:23 PM
FROM	CHAN Kian Chuan
SUBJECT	Re:TP LOD
BODY	TP SENDING CHASER NOW, WE HAVE SEND SEVERAL CHASER...



Menu

FROM CHAN Kian Chuan

SUBJECT [TP LOD](#)

BODY [FYNA, PLS](#)



TYPE



SENT 7/7/21 5:55 PM

FROM CHAN Kian Chuan

SUBJECT [VIDEO FOOTAGE SHARED](#)

BODY .



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 19 November 2021 8:25 AM  
**To:** Claims Dept  
**Cc:** Joseph Koh; Admin A  
**Subject:** Re: COUNTER OFFER - OUR REF: GBG 8748 M ; YOUR REF: SH 7644 D DOA: 27/06/2021 \*\*\* LKK REF: CC4/ASM21007426/Bpa3

Without Prejudice

Dear Sirs/Mdm,

We have reviewed the matter and we regret to inform you that we maintain our position as per email dated 10/09/2021. Your client should keep a proper lookout and change lane when there is no approaching vehicle and it is safe to do so.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

*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.*

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims Dept <claims\_rar@bifrostable.com>  
**Sent:** Tuesday, 16 November 2021 5:04 pm  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Joseph Koh <claims@bifrostable.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Subject:** Re: COUNTER OFFER - OUR REF: GBG 8748 M ; YOUR REF: SH 7644 D DOA: 27/06/2021 \*\*\* LKK REF: CC4/ASM21007426/Bpa3

Dear Hsiao Tong,

Please let us have your offer.

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 25 Oct 2021, at 4:44 PM, Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)> wrote:

Dear Sir / Madam,

Thank you for your email.

Case reassigned to HT.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**Sent:** Monday, October 25, 2021 4:40 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Reminder COUNTER OFFER - OUR REF: GBG 8748 M ; YOUR REF: SH 7644 D DOA: 27/06/2021

Without Prejudice

Dear Jasper,

Please revert with an offer.

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

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**From:** Claims Dept [[mailto:claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)]  
**Sent:** Monday, September 13, 2021 1:43 PM  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: COUNTER OFFER - OUR REF: GBG 8748 M ; YOUR REF: SH 7644 D DOA: 27/06/2021

Without Prejudice

Dear Jasper,

With due respect, your insured is not accurate in his report.

First of all, as seen in the video, your insured clearly had the time to take evasive action to avoid the collision. 80% of my client's vehicle was already in the right lane however your insured decided that it is "safe" to continue driving straight even though there isn't enough "space" for a vehicle to go through that gap and therefore caused the collision. (Screenshot below)

<image001.png>

As a repairer who envisaged to work amicably with every insurer, please exercise fairness and review your position again.

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 10 Sep 2021, at 12:48 PM, Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)> wrote:

Without Prejudice

Dear Sir/ Madam,

Please be informed that our principal had further reviewed the matter and based on the available information at hand, the liability is in favor of our

insured. Based on the video footage from our insured driver, your client vehicle encroach to his lane while he was driving straight at the point of time.

Kindly refer to our insured's statement as attached for your reference.

As such, we have our principal's instruction to reject and we are unable to look into your client's claim.

Thank you.

**"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.**

**In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."**

**The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party. All our rights are hereby reserved.**

**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.**

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

<image001.jpg> *Save the Earth. Print only when necessary.*

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

**Sent:** August 20, 2021 1:14 PM

**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>

**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>

**Subject:** [EXTERNAL] LOD SUBMISSION - OUR REF: GBG 8748 M ; YOUR REF: SH 7644 D DOA: 27/06/2021

WITHOUT PREJUDICE

Our Ref : **GBG8748M**

Your Ref : **SH7644D**

20/08/2021

AXA INSURANCE SINGAPORE PTE LTD



8 Shenton Way,  
#24-01 AXA Tower,  
Singapore 068811

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 27/06/21 along GEK POH SHOPPING MALL RD involving vehicles GBG 8748 M and SH 7644 D

We refer to the above-mentioned accident.

We are claiming as per below:-

1.	Repair Cost	\$ 2,835.50
2.	Loss of Rental for 06 Days x \$100/- per day	\$ 600.00
3.	LTA/GIA Search fee	\$ 7.45
	<b>TOTAL</b>	<b>\$ 3,442.95</b>

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, Rental Agreement/Tax invoice, and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at [claims@bifrostauto.com](mailto:claims@bifrostauto.com)

Yours faithfully,  
SUANNE TAN  
MOTOR CLAIMS DEPARTMENT  
BIFROST AUTO PTE. LTD.

**NOTE:** # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.

***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.***

***GST at 7% is chargeable if applicable***

<SH 7644D. JPG><SH 7644D. MP4>