

Shiau Chan (LKKAUTO)

From: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>
Sent: Thursday, 8 July 2021 5:57 PM
To: Admin-D (LKKAUTO); Caroline Cabrera; assignments
Cc: SUR
Subject: RE: FW: PRS for our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021

Dear Yan,

Claim number: D21001999MFVS

Thank you.

Regards,
Jaclyn K.
Motor Claims

MS First Capital Insurance Limited

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | DID: 6507 3859 | Fax: 6507 3849 | Reg. No. 195000106C

Motor Claims: Motor_Claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.

Please refer to www.msfirstcapital.com.sg for details of PDPA Personal Data Collection Statement.

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If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

From: Jaclyn Maniam Kesaval
Sent: Thursday, 8 July 2021 4:06 pm
To: Meng Yan (LKK Auto) <admin-d@lkkauto.com>; Caroline Cabrera <Caroline@msfirstcapital.com.sg>; assignments@lkkauto.com
Cc: sur@lkkauto.com
Subject: RE: FW: PRS for our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021

Dear Yan,

As the claim cannot be registered, please quote our insured's vehicle number as reference.

Thank you.

Regards,
Jaclyn K.

Motor Claims

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From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Thursday, 8 July 2021 4:03 pm

To: Caroline Cabrera <Caroline@msfirstcapital.com.sg>; assignments@lkkauto.com

Cc: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>; sur@lkkauto.com

Subject: RE: FW: PRS for our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021

Dear Caroline,

Thank you for the assignment and kindly provide us the claim reference of above mentioned.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Caroline Cabrera <Caroline@msfirstcapital.com.sg>

Sent: Thursday, 8 July, 2021 3:48 PM

To: assignments@lkkauto.com

Cc: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>

Subject: FW: FW: PRS for our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021

Dear Sir,

Kindly arrange for survey.

Documents will follow shortly.

Thank you & Regards,

Caroline Cabrera

Motor Claims

MS First Capital Insurance Ltd

36 Robinson Road #16-01 City House | Singapore 068877 | D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C

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We appreciate your kind understanding. Stay safe.

From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Thursday, July 8, 2021 3:32 PM

To: Caroline Cabrera <Caroline@msfirstcapital.com.sg>

Cc: Jaclyn Maniam Kesaval <JaclynKesaval@msfirstcapital.com.sg>

Subject: Re: FW: PRS for our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021

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 Thu, 8 Jul 2021 at 15:20, Caroline Cabrera <Caroline@msfirstcapital.com.sg> wrote:

Dear Sir,

Our Ref: XD2787U

For the time being, we provide the list hereunder for this matter.

We have only 5.

"If you do not agree to any of the surveyors below, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list to conduct the pre-repair survey. Upon completion of repairs,

please contact our appointed surveyor to conduct a physical re-inspection of the vehicle. Our surveyor will be appointed within 2 working days of your email.

- Automobile Inspection Services – 6286 0155

- AutoProbe Consultants – 6269 9235

- Premier Appraisal Services – 65542269

- Priority Services – 6293 4867

- VP Appraisal (Victor Png) – 98511914

- LKK Auto Consultants Pte Ltd – 62563561

- Vicom Ltd – 64555555

Please revert as soon as possible.

Thank you & Regards,

Caroline Cabrera

Motor Claims

MS First Capital Insurance Ltd

36 Robinson Road #16-01 City House | Singapore 068877 | D: 6507 3848 | F: 6507 3849 | Reg. No. 195000106C



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From: Assessment Dept <assessment_ltc@bifrostable.com>

Sent: Wednesday, July 7, 2021 2:55 PM

To: Motor Claims <MotorClaims@msfirstcapital.com.sg>; Claims Dept <claims_ltr@bifrostable.com>; Ms Lim <claims_ltm@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>; Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_lts@bifrostable.com>

Subject: PRS for our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Koh Jolly, to notify you of the aforesaid accident involving our client's vehicle SH 8990 Y and your insured's vehicle XD 2787 U on 07.07.2021.

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

This serves as a **NOTICE** that we are claiming against XD 2787 U 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@bifrostable.com / claims_ltm@bifrostable.com / assessment_ltc@bifrostable.com

VEH IN (Date & Time) : **07.07.2021**

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