

## Shiau Chan (LKKAUTO)

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**From:** Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)  
<SiauChin.Chan@strides.com.sg>  
**Sent:** Tuesday, 31 May 2022 2:17 PM  
**To:** Shiau Chan (LKKAUTO); MTPRI; SUR  
**Cc:** Tan Wei Teck (Strides Automotive Services Pte Ltd)  
**Subject:** RE: PRS for our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021

Dear Shiau Chan,

Our ref is BUS/09/21/7025. Thanks.

Best Regards,  
Karen Chan  
Claims Department  
Tel : 6866 2698

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**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Sent:** Tuesday, 31 May 2022 2:14 pm  
**To:** MTPRI <MTPRI@smrt.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <ChitYan.Foo@strides.com.sg>  
**Subject:** RE: PRS for our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021

**CAUTION:** This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Sir/Madam,

Kindly provide us the claim reference.

Best Regards,  
**Shiau Chan (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@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:** Friday, 1 October 2021 1:50 PM  
**To:** 'MTPRI' <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)' <[SiauChin.Chan@strides.com.sg](mailto:SiauChin.Chan@strides.com.sg)>; 'Tan Wei Teck (Strides Automotive Services Pte Ltd)' <[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>; 'Foo Chit Yan (Strides Automotive Services Pte Ltd)' <[ChitYan.Foo@strides.com.sg](mailto:ChitYan.Foo@strides.com.sg)>  
**Subject:** RE: PRS for our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 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.

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**From:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>

**Sent:** Friday, 1 October, 2021 1:43 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)

<[SiauChin.Chan@strides.com.sg](mailto:SiauChin.Chan@strides.com.sg)>; Tan Wei Teck (Strides Automotive Services Pte Ltd)

<[WeiTeck.Tan@strides.com.sg](mailto:WeiTeck.Tan@strides.com.sg)>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <[ChitYan.Foo@strides.com.sg](mailto:ChitYan.Foo@strides.com.sg)>

**Subject:** FW: PRS for our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021

Ref: TBA

Dear Ms Summer

Kindly survey on "Without Prejudice" basis.

TP: SHC2137R

Insured: SG5585J

Workshop: BIFROST AUTO PTE LTD

Thank you.

Regards,

Hua Yen

Claim Department

Strides Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705

DID: 6866 2650 | Fax: 6368 7421 | Email: [HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)

**From:** Caroline Cabrera [<mailto:Caroline@msfirstcapital.com.sg>]

**Sent:** 29 September 2021 16:58

**To:** MTPRI

**Cc:** Ong Hua Yen (Strides Automotive Services Pte Ltd); Esther Lim; [assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)

**Subject:** FW: PRS for our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021

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Dear Hua Yen,

For PRI

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

A member of **MS&AD** INSURANCE GROUP

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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.

**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.**

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

**Sent:** Wednesday, September 29, 2021 3:52 PM

**To:** Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** Claims Dept <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>; Claims Dept <[claims\\_lts@bifrotauto.com](mailto:claims_lts@bifrotauto.com)>; Claims Dept <[claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)>; Joseph Koh <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; Ms Lim <[claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com)>

**Subject:** PRS for our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Iskandar Bin Aini, to notify you of the aforesaid accident involving our client's vehicle SHC 2137 R and your insured's vehicle SG 5585 J on 29.09.2021.

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

This serves as a **NOTICE** that we are claiming against SG 5585 J 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

**Contact Email:** [claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com) / [claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com) / [assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com)

VEH IN (Date & Time) : **29.09.2021**

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 / Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687