

## Elaine (LKK Auto)

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**To:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd)  
**Cc:** MTPRI; Chris Lim Gan Koon; Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd); Veron Chen (LKKAuto); SUR; hueyyon@lkkauto.com  
**Subject:** RE: REQUEST FOR SURVEY REPORT OF GBH2699E Notice of LOD to SHB668T Our Ref: D21003058MFSH/STRIDES/CL/TPD-1 (Your Ref: TAX/10/21/2070)  
**Attachments:** GIA Rpt.pdf; LKKAdjustment.pdf; LKKInspection.pdf; LKKPhoto.pdf; Resurvey Photo-1.pdf; SMR-LKKInvoice-AC2201804.pdf; Supplementary.pdf

Dear Ashlene,

Enclosed Survey Report of GBH 2699E.

Thank You.

Best Regards,

**ELAINE** | Reports  
**LKK Auto Consultants Pte.Ltd.**  
Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: [report@lkkauto.com](mailto:report@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

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**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Monday, 28 March 2022 1:23 PM  
**To:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd); SUR; Reports (LKKAuto)  
**Cc:** MTPRI; Chris Lim Gan Koon; Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd)  
**Subject:** RE: REQUEST FOR SURVEY REPORT OF GBH2699E Notice of LOD to SHB668T Our Ref: D21003058MFSH/STRIDES/CL/TPD-1 (Your Ref: TAX/10/21/2070)

Dear Ashlene,

Thank you for the email.

**Dear Report Team,**

**Kindly expedite-CS/SMR21011294/Bvf3**

Best Regards,

**Veron Chen** | Case Handler  
**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <[BeeGan.Lee@strides.com.sg](mailto:BeeGan.Lee@strides.com.sg)>

**Sent:** Monday, 28 March 2022 12:20 PM

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

**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Chris Lim Gan Koon <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>; Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <[Ana.Magnaye@strides.com.sg](mailto:Ana.Magnaye@strides.com.sg)>

**Subject:** FW: REQUEST FOR SURVEY REPORT OF GBH2699E Notice of LOD to SHB668T Our Ref: D21003058MFSH/STRIDES/CL/TPD-1 (Your Ref: TAX/10/21/2070)

Dear ladies in LKK,

We have received the LOD from TP and MS First Capital Insurance is asking for survey report.

Kindly let us have a copy of the report via email first.

Thank you.

Regards,

*ashlenelee*

Ashlene Lee

Claim Department

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

DID: 6866 2615 | Fax: 6368 7421 | Email: [BeeGan.Lee@strides.com.sg](mailto:BeeGan.Lee@strides.com.sg) | [www.stridesmobility.com.sg](http://www.stridesmobility.com.sg)

<https://www.smrt.com.sg/Compliment>

**STRIDES**

MOBILITY



[www.stridesmobility.sg](http://www.stridesmobility.sg)



Strides

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**From:** Lim Gan Koon (Chris) <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>

**Sent:** Friday, 25 March 2022 3:44 pm

**To:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <[BeeGan.Lee@strides.com.sg](mailto:BeeGan.Lee@strides.com.sg)>

**Cc:** Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <[Ana.Magnaye@strides.com.sg](mailto:Ana.Magnaye@strides.com.sg)>

**Subject:** FW: Notice of LOD to SHB668T Our Ref: D21003058MFSH/STRIDES/CL/TPD-1 (Your Ref: TAX/10/21/2070)

**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 Ashlene,

We refer to the above captioned matter.

Kindly forward us the survey report.

Thank you.

Chris Lim

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877

| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg) | Company Regn. No. 195000106C

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

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.

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**From:** Joanne Tan Jo Ann

**Sent:** Friday, 18 March 2022 10:20 am

**To:** Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <[Ana.Magnaye@strides.com.sg](mailto:Ana.Magnaye@strides.com.sg)>

**Cc:** [FeiYuan@smrt.com.sg](mailto:FeiYuan@smrt.com.sg); [BalgishBAH@smrt.com.sg](mailto:BalgishBAH@smrt.com.sg); [LeeHuilm@smrt.com.sg](mailto:LeeHuilm@smrt.com.sg); Lim Gan Koon (Chris) <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>

**Subject:** Notice of LOD to SHB668T Our Ref: D21003058MFSH/STRIDES/CL/TPD-1 (Your Ref: TAX/10/21/2070)

Dear Sir/Mdm,

In connection with the above accident, we have now received a claim in which the owner of **GBH2699E** is making a demand for compensation for loss/damage/injury they have sustained arising from the accident. Please find the attached LOD for your information/record purpose.

To enable us to process the TP claim, we would appreciate it if you could submit to us the following documents and information, if available.

1. Pre repair inspection report / survey report.
2. Please request LKK for paper Re-assessment if the TPPD COR amount is less than \$10K for which the survey was not carried out by LKK (FCIL will arrange for Re-inspection if COR is more than \$10K).
3. Status or Outcome of your claim against any of the parties involved in the accident.
4. Result of Police Investigation.
5. Notices of Traffic Offences or Charges to the driver of your vehicle.
6. Identity of Witnesses and their Statements
7. Video depicting the account of the accident.
8. Photos showing the position of the vehicles at the scene of the accident.

We will make the necessary investigation and proceed to assess the third party's claim based on the evidence available and negotiate a settlement as appropriate. If you have any further evidence to the contrary, please furnish us with the information/documents within next 7 working days.

You may reply by email to the officer in charge at [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)

Thank you and Regards,  
Joanne Tan  
Motor Claims

**MS First Capital Insurance Ltd** | 36 Robinson Road, City House, #16-01 Singapore 068877 | TEL: 6507 3848 Fax: 6507 3849 | Company Reg. No. 195000106C

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

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](http://www.msfirstcapital.com.sg) for details of PDPA Personal Data Collection Statement.

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

**Sent:** Thursday, 17 March 2022 8:36 pm

To: Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>

Cc: claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>

Subject: LOD SUBMISSION: OUR REF: GBH 2699 E ; YOUR REF: SHB 668 T ; DOA : 31/10/21

WITHOUT PREJUDICE

Our Ref : **GBH2699E**

Your Ref : **SHB668T**

17/03/2022

MS First Capital Insurance Limited  
36 ROBINSON ROAD, #16-01 CITY HOUSE,  
SINGAPORE 068877

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 31/10/2021 along RAFFLES BLVD involving vehicles GBH 2699 E and SHB 668 T

We refer to the above-mentioned accident.

We are claiming as per below:-

1.	Repair Cost	\$ 17,120.00
2.	Loss of Rental for 31 Days x \$100/- per day	\$ 3,100.00
3.	LTA/GIA Search fee	\$ 7.45
<b>TOTAL</b>		<b>\$ 20,227.45</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@bifrotauto.com](mailto:claims@bifrotauto.com)

Yours faithfully,  
Joey  
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*