

**RE: [EXTERNAL] - Accident involving SMQ 5974 M & SLQ8099G (GRAB) on 29/11/2021 (PRE-REPAIR SURVEY REQUEST)**

Admin-D (LKKAuto) <admin-d@lkkauto.com>

Mon 11/29/2021 4:01 PM

To: 'Motor Claim - III' <motorclaim@iii.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Sherini Pillai' <sherini@iii.com.sg>

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 30-11-21

Best Regards,

Summer Lee | 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)

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:** Motor Claim - III <motorclaim@iii.com.sg>

**Sent:** Monday, 29 November, 2021 3:38 PM

**To:** Assessment Dept <assessment\_ral@bifrostauto.com>; sur@lkkauto.com; admin-a@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>

**Cc:** Claims Dept <claims\_rar@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Sherini Pillai <sherini@iii.com.sg>

**Subject:** RE: [EXTERNAL] - Accident involving SMQ 5974 M & SLQ8099G (GRAB) on 29/11/2021 (PRE-REPAIR SURVEY REQUEST)

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SMQ 5974 M](#) and let us have your report urgently.

This claim will be handled by [Ms Sherini](#).

\*Kindly upload this survey request email to merimen. Please check with workshop if they have negotiated any COR settlement with our insured.

**Aside Dennis ,**

**Kindly provide your client's SAS/GIA report.**

Thank You.

**Bhuvaneswari**

**Motor & Work Injury Claims Department****India International Insurance Pte Ltd**

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 231



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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>**Sent:** Monday, 29 November 2021 3:11 pm**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>**Cc:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>**Subject:** Re: [EXTERNAL] - Accident involving SMQ 5974 M & SLQ8099G (GRAB) on 29/11/2021 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey.

Thank you.

*Regards,*

Dennis Ting

Motor Claims Department

Tel: 9385 5409

*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.*

On Mon, 29 Nov 2021 at 15:14, Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

Dear Sir/Mdm,

As our insured vehicle (SLQ8099G) is Grab we can assign only LKK according to their instruction.

Thank you,

**Bhuvaneswari****Motor & Work Injury Claims Department****India International Insurance Pte Ltd**

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 231



**From:** Assessment Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>

**Sent:** Monday, 29 November 2021 2:30 pm

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>; Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>

**Subject:** Re: [EXTERNAL] - Accident involving SMQ 5974 M & SLQ8099G (GRAB) on 29/11/2021 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i check if there is another surveyor firm ?

Thank you.

*Regards,*

Dennis Ting  
Motor Claims Department  
Tel: 9385 5409

*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.*

On Mon, 29 Nov 2021 at 14:24, Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using the following motor surveyor:

- LKK Auto Consultants Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above.

**Bhuvaneswari**  
**Motor & Work Injury Claims Department**  
**India International Insurance Pte Ltd**  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711

Tel: 6347 6100 Ext 231



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

**Sent:** Monday, 29 November 2021 1:38 pm

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>; Joseph Koh <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>

**Subject:** [EXTERNAL] - Accident involving SMQ 5974 M & SLQ 8099 G on 29/11/2021 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, MOK KAR HOONG, JUSTIN (MO JIAXIONG, JUSTIN) to notify you of the aforesaid accident involving our client's vehicle SMQ5974M and your insured's vehicle SLQ8099G on 29/11/2021 at 0850HRS along AYE TOWARDS CITY BEFORE BUONA VISTA EXIT

This serves as a **NOTICE** that we are claiming against SLQ8099G 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:** DENNIS TING ( 9385 5409 )

**Contact Email:** [claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)

VEH IN (Date & Time) : 29/11/2021

PRS ARRANGEMENT (Date & Time) : 30/11/2021 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.*

DENNIS TING  
Motor Claims Department  
Tel: 9385 5409

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