

**Shiau Chan (LKKAUTO)**

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**From:** Claims Dept <claims\_rar@bifrostauto.com>  
**Sent:** Tuesday, 20 September 2022 2:47 PM  
**To:** Shiau Chan (LKKAUTO)  
**Cc:** Pauline Tham; SUR; Admin-D (LKKAUTO); assignments; claims; Claims Dept of CTI  
**Subject:** Re: OUR REF: SNM21D207164/C02/SJP1603B/THAMYL & YOUR REF: SLS5847Z, TPP

WITHOUT PREJUDICE

Dear Shiau,

We accept the revised finalized amount of LS \$5,750/ 7 days of repair.

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.*

Best Regards,

Maefel

**Motor Claims Department**

**BIFROST AUTO PTE. LTD**

On Tue, 6 Sept 2022 at 17:45, Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)> wrote:

Dear Maefel,

As per your requested.

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:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Sent:** Saturday, 3 September 2022 12:40 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** Re: OUR REF: SNM21D207164/C02/SJP1603B/THAMYL & YOUR REF: SLS5847Z, TPP

WITHOUT PREJUDICE

Dear LKK,

We refer to Ms. Pauline's email to you on 2 August 2022, we have yet to receive a reply from you.

Please provide a copy of the Adjusted Marked Estimate. 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.*

Maefel

Motor Claims Department

Tel: 9329 0237

On Sat, 20 Aug 2022 at 09:29, Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)> wrote:

WITHOUT PREJUDICE

Dear LKK,

Please provide a copy of the Adjusted Marked Estimate. 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.*

Maefel

Motor Claims Department

Tel: 9329 0237

On Tue, 2 Aug 2022 at 17:47, Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)> wrote:

**Without Prejudice**

Hi Jolene

We were inform that the agreed repair cost after gst is \$6152.00.

Hi LKK

Please confirm the repair cost with Bifrost.

Thanks.

**Pauline Tham**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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

**Sent:** Tuesday, August 2, 2022 5:20 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Cc:** claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Re: OUR REF: SNM21D207164/C02/SJP1603B/THAMYL & YOUR REF: SLS5847Z, TPP

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

WITHOUT PREJUDICE

Dear Pauline,

Good day to you.

Hope our last email finds you well as we have yet to receive a response from your side.

Please consider our counter offer and hope to hear from you soon.

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.*

Yours faithfully,

Jolene Tan  
**BIFROST AUTO PTE. LTD.**

On Mon, 25 Jul 2022 at 17:21, Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)> wrote:

WITHOUT PREJUDICE

Dear Pauline,

Thank you for your offer.

However, our client is questioning the COR at the agreed amount before GST is at \$5,800 without gst. Inclusive of GST the amount should arrive at \$6,206. Kindly also take into consideration of the additional 1 prs and 1 weekend for the loss of rental. Minimum benchmark rates as per NIMA protocol is \$100/day.

As such, our offer:

1. Repair Cost	\$ 6,206.00
2. Loss of Rental for 09 Days x \$100/- per day	\$ 900.00
3. LTA/GIA Search fee	\$ 7.45
<b>TOTAL</b>	<b>\$ 7,113.45</b>

Await for your favourable reply and thank you once again.

*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.*

Yours faithfully,

Jolene Tan  
**BIFROST AUTO PTE. LTD.**

On Sat, 23 Jul 2022 at 14:46, Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)> wrote:

**Without Prejudice**

Hi Sir,

We attached our offer for your consideration.

Please let your client complete the DV if the offer is accepted.

Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you email the DV to us for **payment processing purpose**.

**NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted

Thanks.

**Pauline Tham**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平狮城 Taiping SG

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

**Sent:** Wednesday, July 20, 2022 10:31 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>

**Subject:** Re: OUR REF: SNM21D207164/C02/SJP1603B/THAMYL & YOUR REF: SLS5847Z, TPP LOD  
ACKNOWLEDGEMENT

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

WITHOUT PREJUDICE

Dear Sir/Mdm,

Good day to you.

With regards to our first LOD sent on 10 Apr 2022 & reminders sent on 27 May & 1 July 2022, we have yet to receive a response from your end.

Will be glad for your prompt response in this case.

Thank you and have a great week ahead.

*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.*

Yours faithfully,

Jolene Tan  
**BIFROST AUTO PTE. LTD.**

On Fri, 1 Jul 2022 at 11:33, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

### **2nd Reminder**

We refer you to the LOD sent on 10/04/2022, please let us have an update.

We hope to receive your offer at the earliest.

Thank you.

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Best Regards,

Maefel

Motor Claims Department

BIFROST AUTO PTE. LTD

On Fri, 27 May 2022 at 11:40, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

**1st Reminder**

We refer you to the LOD sent on 10/04/2022

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.*

Best Regards,

Elizabeth Yong

Motor Claims Department

BIFROST AUTO PTE. LTD

On Tue, 12 Apr 2022 at 19:12, Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Sir / Madam

We acknowledge receiving letter of demand dated 10<sup>th</sup> April 2022 with enclosures on 10<sup>th</sup> April 2022.

Please be assured that your claim is receiving our attention. We will contact you should we require additional information or other documents relating to the claim.

Kindly take note that this acknowledgement should not be construed as an admission of liability.

Please contact our claims department **Pauline Tham 6389 6541** the officer in charge or **6389 6116** should you require our assistance or clarification.

**\*Kindly quote our claim reference number when replying.\***

**NOTICE :**

**In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. . Any inconvenience caused is much regretted.**

Thank you

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平狮城 Taiping SG

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**From:** Jason Koh <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>

**Sent:** Sunday, April 10, 2022 3:45 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

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

**Subject:** LOD SUBMISSION: OUR REF: SLS 5847 Z ; YOUR REF: SJP 1603 B

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

WITHOUT PREJUDICE

Our Ref : **SLS5847Z**

Your Ref : **SJP1603B**

10/4/22

China Taiping Insurance (Singapore) Pte Ltd

3 ANSON ROAD, #16-00 SPRINGLEAF TOWER, SINGAPORE 079909

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 08/12/2021 along EXISTING CLEMENTI AVE 6 TO PIE involving vehicles SLS 5847 Z and SJP 1603 B

We refer to the above-mentioned accident.

We are claiming as per below:-

1. Repair Cost	\$6,206.00
2. Loss of Rental for 10 Days x \$200/- per day	\$2,000.00
3. LTA/GIA Search fee	\$7.45
<b>TOTAL</b>	<b>\$8,213.45</b>

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, Rental Agreement/Tax invoice, Towing Fee 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,

Jason

**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.

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*GST at 7% is chargeable if applicable*