

**RE: aigencrypt PRE-REPAIR INSPECTION REQUEST – SHB4316H vs SGX946L (OI) on D.O.A.: 23/12/2021**

Admin-D (LKKAuto) &lt;admin-d@lkkauto.com&gt;

Mon 12/27/2021 10:12 AM

To: 'Subramaniam, Divyashni' &lt;Divyashni.Subramaniam@aig.com&gt;; Admin A &lt;admin-a@lkkauto.com&gt;; assignments &lt;assignments@lkkauto.com&gt;

Cc: 'Lim, Kok-Chong' &lt;Kok-Chong.Lim@aig.com&gt;; 'Low, Xianyu' &lt;Xianyu.Low@aig.com&gt;; 'Teo, Ericweihong' &lt;Ericweihong.Teo@aig.com&gt;; 'Hor, Yinrul' &lt;Yinrul.Hor@aig.com&gt;

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 | 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:** Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>**Sent:** Monday, 27 December, 2021 10:04 AM**To:** admin-a@lkkauto.com; assignments@lkkauto.com**Cc:** Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Low, Xianyu <Xianyu.Low@aig.com>; Teo, Ericweihong <Ericweihong.Teo@aig.com>; Hor, Yinrul <Yinrul.Hor@aig.com>**Subject:** aigencrypt PRE-REPAIR INSPECTION REQUEST – SHB4316H vs SGX946L (OI) on D.O.A.: 23/12/2021

Hi,

Please refer to the enclosed request from **BIFROST AUTO PTE LTD**.Kindly carry out Policy coverage verification **first** before conducting the pre-repair inspection within 48 hours

If you have any queries/concerns, please let us know.

Thanks &amp; Regards,

**Divyashni Subramaniam****AIG**

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #10-16 Singapore 079120

Tel: 65-68307871

[Divyashni.Subramaniam@aig.com](mailto:Divyashni.Subramaniam@aig.com) | [www.aig.sg.com](http://www.aig.sg.com)

**From:** [assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com) <[assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com)>  
**Sent:** Friday, December 24, 2021 8:40 AM  
**To:** Teo, Ericweihong <[Ericweihong.Teo@ajg.com](mailto:Ericweihong.Teo@ajg.com)>; [claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com); [claims@bifrotauto.com](mailto:claims@bifrotauto.com); [claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com); [claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com); [claims\\_lts@bifrotauto.com](mailto:claims_lts@bifrotauto.com)  
**Cc:** Lim, Kok-Chong <[Kok-Chong.Lim@ajg.com](mailto:Kok-Chong.Lim@ajg.com)>; Low, Xianyu <[Xianyu.Low@ajg.com](mailto:Xianyu.Low@ajg.com)>; Hor, Yinrul <[Yinrul.Hor@ajg.com](mailto:Yinrul.Hor@ajg.com)>; Subramaniam, Divyashni <[Divyashni.Subramaniam@ajg.com](mailto:Divyashni.Subramaniam@ajg.com)>  
**Subject:** RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SGX946L AND SHB4316H ON 23/12/2021

## 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.

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**From:** Teo, Ericweihong  
**Sent:** Thu, 23 Dec 2021 08:43:02 +0000  
**To:** [assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com), [claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com), Joseph Koh, Ms Lim, Claims Dept, Claims Dept  
**Cc:** Lim, Kok-Chong, Low, Xianyu, Hor, Yinrul, Subramaniam, Divyashni  
**Subject:** PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SGX946L AND SHB4316H ON 23/12/2021

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Without Prejudice

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Your Reference: SHB4316H

Our Reference : SGX946L

Dear Sir/Madam,

We refer to your Notice of Accident of even date.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

**Name of Surveyor**

**Company Name**

Lawrence Ng Chun Kee

Priority Services

Jeffrey Ong Leng Kiat

Priority Services

Jimmy Lee

Priority Services

EC Looi

Automobile Inspection Services Pte Ltd

Pang Kiah Keen (Frankie)

Formteam Adjusters Pte Ltd

Ng You Han

Formteam Adjusters Pte Ltd

Soon HanXin (Gary)

Formteam Adjusters Pte Ltd

Chow Bo Xiong

Formteam Adjusters Pte Ltd

Chua Soo Teck (Benjamin)

Formteam Adjusters Pte Ltd

You Jin Feng

Formteam Adjusters Pte Ltd

Li Lewei

Formteam Adjusters Pte Ltd

Henry Ng

Formteam Adjusters Pte Ltd

Kenji Tan

Formteam Adjusters Pte Ltd

Terrence Low

Formteam Adjusters Pte Ltd

Steve Chen Tsue Yee

LKK Auto Consultants Pte Ltd

Xing Guo Qiang

LKK Auto Consultants Pte Ltd

Marcus Chua

LKK Auto Consultants Pte Ltd

Mohamad Taufikh

LKK Auto Consultants Pte Ltd

Adrian Ling

LKK Auto Consultants Pte Ltd

Mohammed Rasul

LKK Auto Consultants Pte Ltd

Kenneth Kong

LKK Auto Consultants Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Thank you.

Kind regards,

**Eric Teo Wei Hong**

**AIG**

*Claim Adjuster II,  
Singapore– Auto Express & FNOL*

*Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.*

*78 Shenton Way #10-16 Singapore 079120*

*Tel 65-68307871*

[Ericweihong.Teo@aig.com](mailto:Ericweihong.Teo@aig.com) | [www.aig.com](http://www.aig.com)

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

**Sent:** Thursday, December 23, 2021 4:00 PM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>; Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Ms Lim <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>; Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>

**Subject:** [EXTERNAL] PRS for our client's vehicle SHB 4316 H and your insured's vehicle SGX 946 L on 23.12.2021

**This message is from an external sender; be cautious with links and attachments.**

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Kam Chong Kee, to notify you of the aforesaid accident involving our client's vehicle SHB 4316 H and your insured's vehicle SGX 946 L on 23.12.2021.

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

This serves as a **NOTICE** that we are claiming against SGX 946 L 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@bifrostauto.com](mailto:claims_ltv@bifrostauto.com) / [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com) / [assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)

VEH IN (Date & Time) : **23.12.2021**

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 / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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