

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 21 March 2022 12:26 PM
To: 'Teo, Grace'; SUR; agnes.chan@sompo.com.sg
Cc: 'Choo, Thelma'
Subject: RE: LKK \ CMTD2200832/AGC(nr) - PRS for our client's vehicle SHC8871P and your insured's vehicle XE1187C D.O.A : 07.03.2022
Attachments: SHC8871P IA.pdf

Dear Agnes,

Enclosed herewith preliminary advice of SHC 8871P.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Tuesday, 8 March 2022 2:33 PM
To: 'Teo, Grace' <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Chan, Shu Hui Agnes' <agnes.chan@sompo.com.sg>; 'Choo, Thelma' <thelma.choo@sompo.com.sg>
Subject: RE: LKK \ CMTD2200832/AGC(nr) - PRS for our client's vehicle SHC8871P and your insured's vehicle XE1187C D.O.A : 07.03.2022

Dear Grace,

Thank you for the assignment.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.
Please contact the undersign for survey arrangement.**

Best Regards,

Yan | 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)

From: Teo, Grace <grace.teo@sompo.com.sg>
Sent: Tuesday, 8 March, 2022 1:46 PM
To: Assessment Dept <assessment_ltc@bifrostauto.com>; admin-d@lkkauto.com; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>
Cc: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Choo, Thelma <thelma.choo@sompo.com.sg>
Subject: LKK \ CMTD2200832/AGC(nr) - PRS for our client's vehicle SHC8871P and your insured's vehicle XE1187C D.O.A : 07.03.2022

Without Prejudice

Our Reference: CMTD2200832/AGC

Your Reference: SHC8871P

Hi,

We refer to your email reply and agreed to appoint **LKK Auto** to conduct the survey.

Please be informed that Ms. Agnes Chan is the handler of this case who can be contacted at 63295 327/
agnes.chan@sompo.com.sg

Please be informed that we have yet to receive our insured's accident report.

Hi **LKK Auto**,

Please arrange **Mr Adrian/ Kenneth/ Marcus** to survey **SHC8871P** on a without prejudice and any admission of liability basis.

Please be informed that we have yet to receive our insured's accident report.

Please revert your report upon completion of survey to my colleague, **Ms. Agnes**.

Thank you.

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

For motor claims survey request, please email to motorsurvey@sompo.com.sg



Innovation for Wellbeing

Sompo Insurance Singapore Pte. Ltd.

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

Website: www.sompo.com.sg | **Facebook:** www.facebook.com/SompoSG

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From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Tuesday, March 8, 2022 1:33 PM

To: Teo, Grace <grace.teo@sompo.com.sg>

Cc: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Choo, Thelma <thelma.choo@sompo.com.sg>

Subject: Re: PRI \ CMTD2200832/AGC(nr) - PRS for our client's vehicle SHC8871P and your insured's vehicle XE1187C
D.O.A : 07.03.2022

EXTERNAL SENDER: Do not click links or open attachments unless you recognize the sender and know the content is safe.

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.

On Tue, 8 Mar 2022 at 13:30, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Our Reference: CMTD2200832/AGC

Your Reference: SHC8871P

Without Prejudice

Date: 08/03/2022

EMAIL

ONLY

OUR Email: motorsurvey@sompo.com.sg

Attention:

M/S BIFROST AUTO

Dear Regina/ Yee,

ACCIDENT INVOLVING XE1187C & SHC8871P ON 07.03.2022

We refer to your Notice of Accident dated 08/03/2022.

Please be informed that Ms. Agnes Chan is the handler of this case who can be contacted at 63295 327/
agnes.chan@sompo.com.sg

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 list below to conduct the joint pre-repair survey as a single joint expert.

Pre-Repair Survey

	Motor Surveyor	Surveyor	Selection (Indicate as tick)
	FormTeam Consultancy	Frankie Pang	
	LKK Auto Consultants	Adrian Ling	
		Kenneth Kong	
		Marcus Chua	
	Priority Services	Jimmy Lee	
	Raleigh Services	Andrew Ow Yong	

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 up to two of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | **T:** 6461 6555

For motor claims survey request, please email to motorsurvey@sompo.com.sg



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From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Tuesday, March 8, 2022 11:39 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: PRS for our client's vehicle SHC 8871 P and your insured's vehicle XE 1187 C D.O.A : 07.03.2022

EXTERNAL SENDER: Do not click links or open attachments unless you recognize the sender and know the content is safe.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Pek Khoo Teck, to notify you of the aforesaid accident involving our client's vehicle SHC 8871 P and your insured's vehicle XE 1187 C on 07.03.2022.

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

This serves as a **NOTICE** that we are claiming against XE 1187 C 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@bifrostable.com / claims_ltm@bifrostable.com / assessment_ltc@bifrostable.com

VEH IN (Date & Time) : **08.03.2022**

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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Best Regards

Regina / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687