

## Mei Kwan (LKKAuto)

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**From:** Elaine Cheong Mei Ling - SGUser <elaine.cheong@fwd.com>  
**Sent:** Tuesday, March 22, 2022 3:29 PM  
**To:** 'admin-d@lkkauto.com'; 'admin-a@lkkauto.com'  
**Cc:** Motor Claims SG - SG Common  
**Subject:** FW: [EXTERNAL] Accident involving SMX 7087 Z & FBN 3510 C on 18/03/2022 (PRE-REPAIR SURVEY REQUEST)

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** HMK

Hi LKK Team,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen.

Kindly acknowledge receipt. Thank you.

**Elaine Cheong**

Executive, Claims

**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard

#18-01, Suntec Tower 4, Singapore 038986

**P** 6820 8888

**M** -

**W** fwd.com.sg



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**From:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**Sent:** Tuesday, 22 March 2022 3:14 pm  
**To:** Motor Claims SG - SG Common <motorclaims.sg@fwd.com>  
**Cc:** Elaine Cheong Mei Ling - SGUser <elaine.cheong@fwd.com>  
**Subject:** Re: [EXTERNAL] Accident involving SMX 7087 Z & FBN 3510 C on 18/03/2022 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey .

**PLEASE TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.**

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 Tue, 22 Mar 2022 at 08:39, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey.

Thank you.

*Regards,*

Dennis Ting  
Motor Claims Department  
Tel: 9385 5409

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On Mon, 21 Mar 2022 at 14:53, Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)> wrote:

Dear Sir,

We propose to use one of the motor surveyors named to conduct the joint pre-repair survey as a single joint expert:: -

- 1.AJAX INSPECTION SERVICES PTE LTD
- 2.RT APPRAISAL
- 3.INFINITI APPRAISAL SERVICE
- 4.LKK AUTO

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.

If you are not agreeable to any of the above, we would proceed to appoint a surveyor to conduct a pre repair survey.

Best Regards,

Motor Claims



FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6820 8888

E [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)

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

**Sent:** Monday, 21 March 2022 12:08 PM

**To:** Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>

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

**Subject:** [EXTERNAL] Accident involving SMX 7087 Z & FBN 3510 C on 18/03/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, SAKELAH BINTE ABDUL RANI to notify you of the aforesaid accident involving our client's vehicle SMX7087Z and your insured's vehicle FBN3510C on 18/03/2022 at 1100HRS along CHOA CHU KANG DRIVE TOWARDS CHOA CHU KANG AVE 1

This serves as a **NOTICE** that we are claiming against FBN3510C 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 ( 93855409)

**Contact Email:** [assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)

VEH IN (Date & Time) : 21/03/2022

PRS ARRANGEMENT (Date & Time) : 22/03/2022 after 1400hrs

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.

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DENNIS TING

Motor Claims Department

Tel: 9385 5409

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