

## Shiau Chan (LKKAUTO)

---

**From:** Claims Dept <claims\_rar@bifrostauto.com>  
**Sent:** Wednesday, 16 November 2022 2:02 PM  
**To:** Shiau Chan (LKKAUTO)  
**Cc:** SUR  
**Subject:** Re: SKM 737 J - FINALIZATION ; DOA: 22/04/2022

WITHOUT PREJUDICE

Dear Shiau Chan ,

We accept the finalized amount of LS \$2100/-5 DAYS of repair for Vehicle number: **SKM 737 J**.  
We will follow up with the LOD shortly.

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.

Regards,

Emi  
Motor Claims Department  
BIFROST AUTO PTE. LTD

On Tue, 8 Nov 2022 at 15:23, Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)> wrote:

Dear Sir/Madam,

WITHOUT PREJUDICE

We will be advising our principal a cost of repair at Lump Sum \$2,100.00 and 5 days of repair, subject to their approval.

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)

---

**From:** Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>  
**Sent:** Monday, 5 September 2022 11:35 PM  
**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** claims <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; TG Lim (LKK Auto) <[TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com)>  
**Subject:** Re: SKM 737 J - FINALIZATION ; DOA: 22/04/2022

WITHOUT PREJUDICE

Dear Celine,

We refer to our email dated 11 May 2022.

Please send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of **Vehicle Number : SKM 737 J.**

Your help is highly appreciated.

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,

Ivie

Motor Claims Department  
BIFROST AUTO PTE. LTD

On Sun, 21 Aug 2022 at 02:09, Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)> wrote:

WITHOUT PREJUDICE

Dear Celine,

We refer to the email we sent on 11 May 2022. Please assist to give us an update.

We are requesting for a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of Vehicle Number : **SKM 737 J**.

Resending the relevant documents as attached on this email.

Your help is highly appreciated.

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,

Jo

Motor Claims Department  
BIFROST AUTO PTE. LTD

On Thu, 4 Aug 2022 at 02:07, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Dear Celine,

We refer to the email we sent on 11 May 2022. Please assist to give us an update.

We are requesting for a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of **Vehicle Number : SKM 737 J**.

Resending the relevant documents as attached on this email.

Your help is highly appreciated.

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,

Jo

**Motor Claims Department**  
**BIFROST AUTO PTE. LTD**

On Fri, 15 Jul 2022 at 10:11, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Dear Mr Lim,

Kind reminder to our email sent on 11 May 2022, kindly let us have an update.,

Please kindly send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization.

Your help is highly appreciated.

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 Sat, 25 Jun 2022 at 09:22, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Dear Mr Lim,

Good day to you.

We are following up with this case finalization and I have attached the GIA and Logcard in this email for your reference.

Hope to hear from you soon. And have a great weekend 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 Mon, 23 May 2022 at 10:06, TG Lim (LKK Auto) <[TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com)> wrote:

Hello,

Before you send any reminder, ensure that GIA information is provided.

In future, if no GIA and log card information are provided, do not expect the case to be expedited in the que.

The onus is on the repairer to provide proper GIA and log card information to facilitate processes.

Best Regards,

**TG Lim | Automotive Assessor**  
**LKK Auto Consultants**

Phone: 6256 3561 | Email: [TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Sent:** Saturday, May 21, 2022 12:28 PM  
**To:** TG Lim (LKK Auto) <[TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com)>  
**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**Subject:** Re: SKM 737 J - FINALIZATION ; DOA: 22/04/2022

WITHOUT PREJUDICE

1st Reminder

Dear Teow Guan,

Please kindly send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of Vehicle Number : SKM 737 J.

Your help is highly appreciated.

Thank you.

Best Regards,

Jolene Tan

Motor Claims Department  
BIFROST AUTO PTE. LTD

*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 Wed, 11 May 2022 at 11:37, Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)> wrote:

Dear Teow Guan,


Please kindly send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of Vehicle Number : SKM 737 J.

Your help is highly appreciated.

Thank you.

Best Regards,

Jolene Tan



Motor Claims Department  
BIFROST AUTO PTE. LTD

*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.*