

## Veron Chen (LKKAUTO)

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**From:** Claims Dept <claims\_rar@bifrotauto.com>  
**Sent:** Saturday, 24 September 2022 2:13 PM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** Celine Fong (LKKAUTO); SUR; claims; TG Lim (LKK Auto)  
**Subject:** Re: SKT 5428 G - FINALIZATION ; DOA 09/05/2022

Dear Veron ,

We accept the finalized amount of **LS \$ 4,400/ 8 days** of repair for Vehicle number: **SKT 5428 G**  
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,  
Jo  
Motor Claims Department  
BIFROST AUTO PTE. LTD

On Thu, 22 Sept 2022 at 09:38, Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)> wrote:

Dear Jo,

Refer attach

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@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:** Wednesday, 21 September 2022 11:36 PM  
**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; TG Lim (LKK Auto) <[TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com)>  
**Subject:** Re: SKT 5428 G - FINALIZATION ; DOA 09/05/2022

WITHOUT PREJUDICE

Dear Celine,

We refer to our first email sent to Mr. Lim on 20 May 2022. We had already provided the relevant documents in our follow-up emails.

Please send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of Vehicle Number: **SKT 5428 G**.

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.*

Yours faithfully,

Jo  
Motor Claims Department  
BIFROST AUTO PTE. LTD

On Thu, 1 Sept 2022 at 01:35, Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)> wrote:

WITHOUT PREJUDICE

Dear Celine,

We refer to our first email sent to Mr. Lim on 20 May 2022. We had already provided the relevant documents in our follow-up emails.

Please send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of Vehicle Number: **SKT 5428 G**.

Your help is highly appreciated.

Thank you.

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Yours faithfully,

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

On Tue, 16 Aug 2022 at 23:25, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Dear Celine,

We refer to our first email sent to Mr. Lim on 20 May 2022. We had already provided the relevant documents in a follow-up email dated 23 May 2022.

Kindly 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: **SKT 5428 G**.

Resending the required documents as attachments 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.*

Yours faithfully,

Jo  
Motor Claims Department  
BIFROST AUTO PTE. LTD

On Thu, 4 Aug 2022 at 01:54, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Dear Celine,

We refer to our first email sent to Mr. Lim on 20 May 2022. We had already provided the relevant documents in a follow-up email dated 23 May 2022.

Kindly 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: **SKT 5428 G**.

Resending the required documents as attachments 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.*

Yours faithfully,

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

On Fri, 15 Jul 2022 at 10:27, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Kind Reminder

Dear Mr Lim,

We are following up on this case as we have not heard from you since our last email conversation dated 23 May 2022.

All required documents have been sent to you for this case in our previous email.

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.*

Yours faithfully,

Maefel  
**BIFROST AUTO PTE. LTD.**

On Sat, 25 Jun 2022 at 09:26, 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 on this case as we have not heard from you since our last email conversation dated 23 May 2022.

Will be glad that you can give us an update soon. All required documents have been sent to you for this case in our previous email.

Thank you very much 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 Tue, 24 May 2022 at 18:03, Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)> wrote:

WITHOUT PREJUDICE

Dear Mr Lim,

Attached is the GIA and Log Card as requested. 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.*

JR

Motor Claims Department

**BIFROST AUTO PTE. LTD**

On Mon, 23 May 2022 at 16:16, Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)> wrote:

WITHOUT PREJUDICE

Dear Mr Lim,

Attached is the Log Card as requested. 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.*

JR

Motor Claims Department

**BIFROST AUTO PTE. LTD.**

On Mon, 23 May 2022 at 10:10, TG Lim (LKK Auto) <[TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com)> wrote:

Hi

Please ensure that GIA information is provided.

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

Please take note that if the above information is not provided, it is going to hinder my work 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)

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

**Sent:** Friday, May 20, 2022 4:36 PM

**To:** TG Lim (LKK Auto) <[TeowGuan@lkkauto.com](mailto:TeowGuan@lkkauto.com)>

**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>

**Subject:** SKT 5428 G - FINALIZATION ; DOA 09/05/2022

WITHOUT PREJUDICE

Dear Mr Lim,

Please kindly send us a copy of the Adjusted Marked Estimate with adjusted parts price, to help us facilitate the finalization of Vehicle Number: **SKT 5428 G**

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.*

JR

Motor Claims Department

**BIFROST AUTO PTE. LTD.**