

## Yan (LKK Auto)

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**From:** MTPRI <MTPRI@smrt.com.sg>  
**Sent:** Thursday, 18 August 2022 11:06 AM  
**To:** assignments; YAN  
**Cc:** MTPRI; Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd)  
**Subject:** FW: NON REPORTING D22002533MFSH/STRIDES/TPD/KT SMA 3464 R & SHB451B on 15/08/2022

Ref: TAX/08/22/2040

Dear Yan,

Kindly survey on “ Without Prejudice” basis.

TP: SMA3464R  
Insured: SHB451B  
Workshop: Bifrost Auto

Thank you.

Regards,

Hua Yen  
Claim Department

Strides Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2650 | Fax: 6368 7421 | Email: [HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)

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**From:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**Sent:** Thursday, 18 August 2022 10:02 am  
**To:** MTPRI <MTPRI@smrt.com.sg>  
**Cc:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <BeeGan.Lee@strides.com.sg>  
**Subject:** Re: NON REPORTING D22002533MFSH/STRIDES/TPD/KT SMA 3464 R & SHB451B on 15/08/2022

**CAUTION:** This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign Mohamad Taufikh Bin Hamid to conduct the survey please.

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 Wed, 17 Aug 2022 at 12:03, MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)> wrote:

Ref: TAX/08/22/2040

WITHOUT PREJUDICE

Dear Sirs

We are the owner of SHB451B as such we do not follow the new protocol.

Attached is a copy of our insurers, MS First Capital Insurance Limited's letter for your perusal.

Please let us have workshop contacts so our surveyor may call them to arrange for PRI without further delay.

Thank you.

However, we have 9 surveyors for you to choose from :-

1. M/s LKK Bryan Ang Tani
2. M/s LKK Adrian Ling Wai Ping
3. M/s LKK Kenneth Kong Seng Cheong
4. M/s LKK Marcus Chua Kang Seng
5. M/s LKK Mohammed Rasul Bin Mohd Yunus
6. M/s LKK Mohamad Taufikh Bin Hamid
7. M/s LKK Xing Guo Qiang
8. M/s LKK Steve Chen Tsue Yee

9. M/s LKK Lim Teow Guan

Regards,

Hua Yen

Claim Department

**Strides Automotive Services Pte Ltd** | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2650 | Fax: 6368 7421 | Email: [Huayen.Ong@strides.com.sg](mailto:Huayen.Ong@strides.com.sg)

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**From:** Harminder Kaur <[Harminder@msfirstcapital.com.sg](mailto:Harminder@msfirstcapital.com.sg)>  
**Sent:** Tuesday, 16 August 2022 11:18 am  
**To:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Cc:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <[HuaYen.Ong@strides.com.sg](mailto:HuaYen.Ong@strides.com.sg)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>  
**Subject:** NON REPORTING D22002533MFSH/STRIDES/TPD/KT SMA 3464 R & SHB451B on 15/08/2022

**CAUTION:** This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Hua Yen,

PRI.

Thank You.

**Best Regards,**

Harminder Kaur

**Motor Claims**

## MS First Capital Insurance Ltd

A Member of **MS&AD** Insurance Group

36 Robinson Road, #16-01 City House, Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

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

**Sent:** Tuesday, August 16, 2022 10:28 AM

**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>

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

**Subject:** Accident involving SMA 3464 R & SHB 451 B on 15/08/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, TAM BOON WAH to notify you of the aforesaid accident involving our client's vehicle SMA3464R and your insured's vehicle SHB451B on 15/08/2022 at 1815hrs along BUKIT TIMAH ROAD TURN TO SWISS CLUB ROAD

This serves as a **NOTICE** that we are claiming against SHB451B 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 ( 9385 5409 )

**Contact Email:** [claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)

VEH IN (Date & Time) : 16/08/2022

PRS ARRANGEMENT (Date & Time) : 17/08/2022 after 1400hrs ( Vehicle In )

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.

*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.*

DENNIS TING

Motor Claims Department

Tel: 9385 5409