

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 8 February 2023 11:39 AM
To: agnes.chan@sompo.com.sg; Teo, Grace; assignments
Cc: SUR
Subject: RE: LKK/KK \ CMTD2300472/AGC(nr) | PRS for our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023
Attachments: SH9866S IA.pdf; SH 9866S estimate.pdf; SH 9866S LTA.pdf

Dear Agnes,

Enclosed herewith preliminary advice of SH 9866S.
Due to our system breakdown, we are unable to provide inspection photographs.

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: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Tuesday, 7 February 2023 1:35 PM
To: Assessment Dept <assessment_ltc@bifrostauto.com>; Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>
Subject: RE: LKK/KK \ CMTD2300472/AGC(nr) | PRS for our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023

Dear Yee,

Noted with thanks.

We will arrange accordingly.

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: Assessment Dept <assessment_ltc@bifrostauto.com>
Sent: Tuesday, 7 February 2023 12:49 PM
To: Teo, Grace <grace.teo@sompo.com.sg>; admin-d <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>
Subject: Re: LKK/KK \ CMTD2300472/AGC(nr) | PRS for our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023

Without Prejudice

Dear All

Taxi has been towed out from the Traffic Police Pound and to workshop

Please make the necessary arrangements.

Thank you and Best Regards
Mr Yee
Assessment Dept
BIFROST AUTO PTE LTD
O: 62436687

On Mon, 6 Feb 2023 at 11:35, Teo, Grace <grace.teo@sompo.com.sg> wrote:

Without Prejudice

Our Reference: CMTD2300472/AGC
Your Reference: SH9866S

Dear Mr. Yee,

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

The survey is conducted on a without Prejudice basis and without any admission of liability.

Hi LKK Auto,

Please arrange **Mr. Kenneth** to survey **SH9866S** 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



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@bifrotauto.com>

Sent: Monday, February 6, 2023 11:24 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

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

Subject: Re: PRI \ CMTD2300472/AGC(nr) | PRS for our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023

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Without Prejudice

Dear Grace

In that case, our client selects **LKK Auto Consultants / Kenneth Kong**

We will update you once the vehicle towed out from the Traffic Police Pound.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

On Mon, 6 Feb 2023 at 10:21, Claims - Motor Survey <MotorSurvey@sompo.com.sg> wrote:

Without Prejudice

Dear Mr. Yee,

Please be informed that RTA is not in the current list of surveyors, please select from the earlier list.

[Working From Home with effect from 06 April 2020]

Best Regards

Grace Teo

Claims Division

D: 6329 5170 | T: 6461 6555

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From: Assessment Dept <assessment_ltc@bifrotauto.com>

Sent: Monday, February 6, 2023 9:51 AM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Chan, Shu Hui Agnes <agnes.chan@sompo.com.sg>; Claims Dept <claims_ltr@bifrotauto.com>; Claims Dept <claims_lts@bifrotauto.com>; Joseph Koh

<claims@bifrostable.com>; Ms Lim <claims_ltm@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>
Subject: Re: PRI \ CMTD2300472/AGC(nr) | PRS for our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023

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Without Prejudice

Dear Grace

Will you be agreeable to RT Appraisal as the SJE instead?

Taxi still at **Traffic Pound**.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

On Mon, 6 Feb 2023 at 08:12, Claims - Motor Survey <MotorSurvey@sompo.com.sg> wrote:

Our Reference: CMTD2300472/AGC
Your Reference: SH9866S

Date: 06/02/2023

Without Prejudice
EMAIL ONLY
OUR Email: motorsurvey@sompo.com.sg

Attention:
M/S BIFROST AUTO PTE LTD

Dear Mr. Yee,

ACCIDENT INVOLVING GBE1716L & SH9866S ON 02.02.23

We refer to your Notice of Accident dated 03/02/2023.

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
	FormTeam Consultancy	Frankie Pang
		Chow BoXiong
	LKK Auto Consultants	Adrian Ling (East)
		Marcus Chua (East)
		Kenneth Kong (North)
	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

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From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Friday, February 3, 2023 3:18 PM

To: Claims - Motor Survey <MotorSurvey@sompo.com.sg>

Cc: Claims Dept <claims_ltr@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>

Subject: PRS for our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Leow Chor Kim, to notify you of the aforesaid accident involving our client's vehicle SH 9866 S and your insured's vehicle GBE 1716 L on 02.02.2023.

Please find enclosed our client's LTA Search. We will follow with GIA Report once avail.

This serves as a **NOTICE** that we are claiming against GBE 1716 L 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.

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 / Mr Yee

Contact Email: claims_ltv@bifrostauto.com / claims_ltm@bifrostauto.com / assessment_ltc@bifrostauto.com

VEH IN (Date & Time) : **Traffic Police Pound**

PRS ARRANGEMENT (Date & Time) : **To Be advised**

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
Mr Yee
Assessment Dept
BIFROST AUTO PTE LTD
O: 62436687