

Meng Yan (LKK Auto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Monday, 20 March 2023 5:13 PM
To: 'Claims Dept'; assignments
Cc: Claims Dept; Joseph Koh; claims_ltv@bifrostauto.com; claims_ltm@bifrostauto.com;
Assessment
Subject: RE: PRS for our client's vehicle SHC 7899 S and your insured's vehicle SNH 521 E
D.O.A : 19.03.2023 // EQI REF: DM23HO00601/JT
Attachments: SHC 7899 S 19.03.2023 - GIA Rpt.pdf; SHC 7899 S 19.03.2023 - LTA Search.pdf

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS assignment.

Thank you.

With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg

Announcement

As we endeavor to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting. For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Claims Dept <claims_ltr@bifrostauto.com>
Sent: Monday, 20 March 2023 4:59 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Claims Dept <claims_lts@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>;
claims_ltv@bifrostauto.com; claims_ltm@bifrostauto.com; Assessment <assessment_ltc@bifrostauto.com>
Subject: Re: PRS for our client's vehicle SHC 7899 S and your insured's vehicle SNH 521 E D.O.A : 19.03.2023 // EQI
REF: DM23HO00601/JT

Without Prejudice

Our client selects LKK

Taxi at workshop.

Thank you & Best Regards
Mr Yee
Bifrost Auto Pte Ltd
Accident Claims Dept
Tel : 6243 6687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Mon, 20 Mar 2023 at 16:50, Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Costs

With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg

Dear Janice,

Thank you for the email.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please **revert within 2 working days** if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd	2) LBS Automotive Appraisal Pte Ltd
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<p>Tel: 6255 0808</p> <p>Fax: 6849 9155</p>	<p>L.B.S. Auto Consultants Pte Ltd</p> <p>Tel: 6281 6690 / 62832866</p> <p>Fax: 6281 8748</p> <p>Contact Person: Amy/ Grace</p>
<p>3) RT Appraisal Pte Ltd</p> <p>Tel: 67486076</p> <p>Fax: 67480361</p> <p>Contact Person: Elson/Elgene</p>	<p>4) Priority Services</p> <p>Tel: 62934822</p> <p>Fax: 62963283</p> <p>Contact Person: Sharon</p>
<p>5) Formteam Adjusters Pte Ltd</p> <p>Tel: 65091788</p> <p>Fax: 65096221</p>	<p>6) LKK Auto Consultants Pte Ltd</p> <p>Tel: 6256-3561</p> <p>Fax: 6741-4108</p>
<p>7) Appraisals Associates Pte Ltd</p> <p>Tel : 67472822</p> <p>Fax: 67470070</p>	<p>8) Infiniti Appraisal Service</p> <p>Tel : 96684818/90099001</p> <p>Fax: 64587432</p>
<p>9) Automobile Inspection Services Pte Ltd</p> <p>Tel: 6286 0155</p> <p>Fax: 6284 1539</p> <p>Contact Person: Sophia</p>	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank you.

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Regards,

Jaime Tay

Executive | Claims



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From: Claims Dept <claims_lts@bifrostauto.com>

Sent: Monday, 20 March 2023 4:44 PM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; claims_ltr@bifrostauto.com; Joseph Koh <claims@bifrostauto.com>; claims_ltv@bifrostauto.com; claims_ltm@bifrostauto.com

Subject: Re: PRS for our client's vehicle SHC 7899 S and your insured's vehicle SNH 521 E D.O.A : 19.03.2023 // EQI REF: DM23HO00601/JT

Without Prejudice

Dear Jaime,

Attachment with the video footage as per your request.

Kindly arrange on the PRS for at the earliest.

Thank you & Best Regards

Ms Janice

Bifrost Auto Pte Ltd

Accident Claims Dept

Tel : 6243 6687

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On Mon, 20 Mar 2023 at 13:49, Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Sirs,

Please let us have your video footage of the accident.

Thank you.

With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg

Announcement

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From: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Monday, 20 March 2023 12:58 PM

To: motor claims <motorclaims@eqinsurance.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 SHC 7899 S and your insured's vehicle SNH 521 E D.O.A : 19.03.2023

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, SHC 7899 S , to notify you of the aforesaid accident involving our client's vehicle XXX and your insured's vehicle SNH 521 E on 19.03.2023.

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 SNH 521 E 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) : **19.03.2023 @ 0400 hrs**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

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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The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

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Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687