

Shiau Chan (LKKAuto)

**From:** Shiau Chan (LKKAuto)  
**Sent:** Monday, 27 March 2023 4:45 PM  
**To:** Teo, Grace; assignments; SUR  
**Cc:** Chua, Gek Tiang Ruth; Wong, Seok Hiang Betty  
**Subject:** RE: LKK/KK(veh IN) \ CMTD2301191/RUC | PRS for our client's vehicle SHC 2986 G and your insured's vehicle GBK 4128 H D.O.A : 22.03.2023  
**Attachments:** SHC2986G IA.pdf; SHC 2986G estimate.pdf; SHC 2986G LTA.pdf

Dear Sir/Madam,

Enclosed herewith preliminary advice of SHC 2986G.

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:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Sent:** Friday, March 24, 2023 10:01 AM  
**To:** Teo, Grace <grace.teo@sompo.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Chua, Gek Tiang Ruth <ruth.chua@sompo.com.sg>; Wong, Seok Hiang Betty <betty.wong@sompo.com.sg>  
**Subject:** RE: LKK/KK(veh IN) \ CMTD2301191/RUC | PRS for our client's vehicle SHC 2986 G and your insured's vehicle GBK 4128 H D.O.A : 22.03.2023

Dear Grace,

Thank you for the assignment.

Best Regards,  
**Yan** | Admin  
**LKK Auto Consultants Pte Ltd**  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Teo, Grace <[grace.teo@sompo.com.sg](mailto:grace.teo@sompo.com.sg)>  
**Sent:** Friday, March 24, 2023 9:42 AM  
**To:** Assessment Dept <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Ms Lim <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>; Wong, Seok Hiang Betty <[betty.wong@sompo.com.sg](mailto:betty.wong@sompo.com.sg)>  
**Subject:** LKK/KK(veh IN) \ CMTD2301191/RUC | PRS for our client's vehicle SHC 2986 G and your insured's vehicle GBK 4128 H D.O.A : 22.03.2023

Without Prejudice

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 **SHC2986G** on a without prejudice and any admission of liability basis.

Please revert your report upon completion of survey to my colleague, **Ms. Ruth**

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 surveys, you can send your emails to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)
- For Letter of Demands/new email correspondences, please direct your emails to [claimsreport@sompo.com.sg](mailto:claimsreport@sompo.com.sg)



**Sompo Insurance Singapore Pte. Ltd.**

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

Website: [www.sompo.com.sg](http://www.sompo.com.sg) | Facebook: [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

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**From:** Assessment Dept <[assessment\\_ltc@bifrostable.com](mailto:assessment_ltc@bifrostable.com)>

**Sent:** Friday, March 24, 2023 9:36 AM

**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>

**Cc:** Chua, Gek Tiang Ruth <[ruth.chua@sompo.com.sg](mailto:ruth.chua@sompo.com.sg)>; Claims Dept <[claims\\_ltr@bifrostable.com](mailto:claims_ltr@bifrostable.com)>; Claims Dept <[claims\\_lts@bifrostable.com](mailto:claims_lts@bifrostable.com)>; Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>; Ms Lim <[claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com)>; Claims Dept <[claims\\_ltv@bifrostable.com](mailto:claims_ltv@bifrostable.com)>; Wong, Seok Hiang Betty <[betty.wong@sompo.com.sg](mailto:betty.wong@sompo.com.sg)>

**Subject:** Re: PRI \ CMTD2301191/RUC | PRS for our client's vehicle SHC 2986 G and your insured's vehicle GBK 4128 H D.O.A : 22.03.2023

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Without Prejudice

Dear Grace

Please find attached GIA report for your perusal. Please note we had sent out our PRS on 23.03.2023 @ 1512 hrs but only received your response on 24.03.2023 @ 0906 hrs.

**Please take note of the delay over the weekend.**

Our client selects LKK Auto Consultants / Kenneth Kong

Taxi at workshop.

Please make the necessary arrangements.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

*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 Fri, 24 Mar 2023 at 09:06, Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)> wrote:

Our Reference: CMTD2301191/RUC

Your Reference: SHC2986G

Date: 24/03/2023

**Without Prejudice**

**EMAIL ONLY**

**OUR Email:** [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)

**Attention:**

**M/S BIFROST AUTO**

Dear Mr. Yee,

**ACCIDENT INVOLVING GBK4128H & SHC2986G ON 22.03.23**

We refer to your Notice of Accident dated 23/03/2023.

Please be informed that **Ms. Ruth Chua** is the handler of this case who can be contacted at 63295 153/ [ruth.chua@sompo.com.sg](mailto:ruth.chua@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

- For motor surveys, you can send your emails to [motorsurvey@sompo.com.sg](mailto:motorsurvey@sompo.com.sg)
- For Letter of Demands/new email correspondences, please direct your emails to [claimsreport@sompo.com.sg](mailto:claimsreport@sompo.com.sg)



Sompo Insurance Singapore Pte. Ltd.

50 Raffles Place, #03-03 Singapore Land Tower, Singapore 048623

Website: [www.sompo.com.sg](http://www.sompo.com.sg) | Facebook: [www.facebook.com/SompoSG](https://www.facebook.com/SompoSG)

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**From:** Assessment Dept <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>  
**Sent:** Thursday, March 23, 2023 3:12 PM  
**To:** Claims - Motor Survey <[MotorSurvey@sompo.com.sg](mailto:MotorSurvey@sompo.com.sg)>  
**Cc:** Claims Dept <[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)>; Claims Dept <[claims\\_lts@bifrostauto.com](mailto:claims_lts@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Ms Lim <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>  
**Subject:** PRS for our client's vehicle SHC 2986 G and your insured's vehicle GBK 4128 H D.O.A : 22.03.2023

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Sa'adiyah Binte Rafil, to notify you of the aforesaid accident involving our client's vehicle SHC 2986 G and your insured's vehicle GBK 4128 H on 22.03.2023

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

This serves as a **NOTICE** that we are claiming against GBK 4128 H 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@bifrostable.com](mailto:claims_ltv@bifrostable.com) / [claims\\_ltm@bifrostable.com](mailto:claims_ltm@bifrostable.com) / [assessment\\_ltc@bifrostable.com](mailto:assessment_ltc@bifrostable.com)

VEH IN (Date & Time) : **22.03.2023 @ 1740 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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Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687