

## Meng Yan (LKK Auto)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Friday, 21 April 2023 3:40 pm  
**To:** 'Assessment Dept'; assignments  
**Cc:** Claims Dept; Claims Dept; Joseph Koh; Ms Lim; Claims Dept  
**Subject:** RE: PRS for our client's vehicle SHA 7260 U and your insured's vehicle SNB 6603 U on 20.04.2023 // EQI REF: DM23HO00844/JT  
**Attachments:** SHA 7260 U 20.04.2023 - Towing Envelope.pdf; SHA 7260 U 20.04.2023 - LTA Search.pdf

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Mr Yee,

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

Please let us have your client's GIA report.

Dear Sirs,

**Please assist on PRS assignment.**

Thank you.

**With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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](http://www.eqinsurance.com.sg)



A Member of Citystate



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**From:** Assessment Dept <assessment\_ltc@bifrostauto.com>

**Sent:** Friday, 21 April 2023 3:37 PM

**To:** Jaime Tay <jaime.tay@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:** Re: PRS for our client's vehicle SHA 7260 U and your insured's vehicle SNB 6603 U on 20.04.2023 // EQI REF: DM23HO00844/JT

Without Prejudice

Dear Jaime

Our client selects **6) LKK Auto Consultants Pte Ltd**

Taxi is at workshop.

We will follow up with GIA report once avail.

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, 21 Apr 2023 at 15:22, Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)> wrote:

**Without Prejudice**

**Save As To Costs**

**With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)**

Dear Sir,

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.

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

Contact Person: Sophia	
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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.

**With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)**

**Announcement**

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Regards,

Jaime Tay

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

**Sent:** Friday, 21 April 2023 3:03 PM

**To:** motor claims <[motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.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 SHA 7260 U and your insured's vehicle SNB 6603 U on 20.04.2023

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Tay Kian Heng, to notify you of the aforesaid accident involving our client's vehicle SHA 7260 U and your insured's vehicle SNB 6603 U on 20.04.2023.

Please find enclosed our client's LTA Search, tow-in envelope. We will follow with GIA Report once avail.

This serves as a **NOTICE** that we are claiming against SNB 6603 U 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) : **20.04.2023 @ 2130 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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If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687