

## Meng Yan (LKK Auto)

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**From:** MTPRI <MTPRI@smrt.com.sg>  
**Sent:** Monday, 19 June 2023 2:06 pm  
**To:** admin-d  
**Cc:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd); Karen Tan; Ong Hua Yen (Strides Automotive Services Pte Ltd)  
**Subject:** FW: FW: FW: Accident involving SMG 3084 Y & SHB253G on 16/06/2023 (PRE-REPAIR SURVEY REQUEST)

Our Ref: TAX/06/23/2043

Dear Yan,

Kindly survey on “ Without Prejudice” basis.

TP: SMG3084Y  
Insured: SHB253G  
Workshop: BIFROST

PEI JIA (8854 7553 )

**Kindly assign M/s LKK Adrian Ling Wai Ping to conduct the survey.**

Thanks & Best Regards,

*Ana Magnaye*

Claims Department

Strides Automotive Services Pte Ltd | 60 Woodlands Industrial Park E4 Singapore 757705  
DID: 6866 2678 | Fax: 6368 7421 | Email: [ana.magnaye@strides.com.sg](mailto:ana.magnaye@strides.com.sg) | [www.stridesmobility.com.sg](http://www.stridesmobility.com.sg)



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

**Sent:** Monday, 19 June 2023 10:35 am

**To:** MTPRI <MTPRI@smrt.com.sg>

**Cc:** Karen Tan <karentan@msfirstcapital.com.sg>; Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <BeeGan.Lee@stridespremier.com.sg>

**Subject:** Re: FW: FW: Accident involving SMG 3084 Y & SHB253G on 16/06/2023 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign M/s LKK Adrian Ling Wai Ping to conduct the survey.

Thank you.

*Regards,*

PEI JIA

Motor Claims Department

Tel: 88547553

*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 Mon, 19 Jun 2023 at 10:11, MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)> wrote:

Our Ref : TAX/06/23/2043

WITHOUT PREJUDICE

Dear Sirs

We are the owner of **SHB253G** 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 7 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. In House Low Thian Seng

Thanks & Best Regards,

*Ana Magnaye*

Claims Department



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**From:** Harminder Kaur <[Harminder@msfirstcapital.com.sg](mailto:Harminder@msfirstcapital.com.sg)>  
**Sent:** Monday, 19 June 2023 9:42 am  
**To:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <[HuaYen.Ong@stridespremier.com.sg](mailto:HuaYen.Ong@stridespremier.com.sg)>; MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>  
**Cc:** Ashlene Lee Bee Gan (Strides Automotive Services Pte Ltd) <[BeeGan.Lee@stridespremier.com.sg](mailto:BeeGan.Lee@stridespremier.com.sg)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Subject:** FW: FW: Accident involving SMG 3084 Y & SHB253G on 16/06/2023 (PRE-REPAIR SURVEY REQUEST)

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Dear Hua Yen,

FYNA.

Thank You.

**Best Regards,**

**Harminder Kaur**

**Motor Claims**

**MS First Capital Insurance Ltd**

16 Raffles Quay

#42-01 Hong Leong Building

Singapore 048581

T: 6507 3848 | F: 6507 3849

Website <http://www.msfirstcapital.com.sg>

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**From:** Assessment Dept <[assessment\\_ra1@bifrotauto.com](mailto:assessment_ra1@bifrotauto.com)>

**Sent:** Monday, June 19, 2023 9:35 AM

**To:** Harminder Kaur <[Harminder@msfirstcapital.com.sg](mailto:Harminder@msfirstcapital.com.sg)>

**Cc:** MTPRI <[MTPRI@smrt.com.sg](mailto:MTPRI@smrt.com.sg)>; Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <[OngHuaYen@smrt.com.sg](mailto:OngHuaYen@smrt.com.sg)>; Ashlene Lee Bee Gan (Strides

Automotive Services Pte Ltd) <[BeeGan.Lee@strides.com.sg](mailto:BeeGan.Lee@strides.com.sg)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>  
**Subject:** Re: FW: Accident involving SMG 3084 Y & SHB253G on 16/06/2023 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assist to provide the surveyor list please.

KINDLY TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Thank you.

*Regards,*

PEI JIA

Motor Claims Department

Tel: 88547553

*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 Fri, 16 Jun 2023 at 16:43, Harminder Kaur <[Harminder@msfirstcapital.com.sg](mailto:Harminder@msfirstcapital.com.sg)> wrote:

Dear Hua Yen,

PRI.

Thank You.

**Best Regards,**

**Harminder Kaur**

**Motor Claims**

**MS First Capital Insurance Ltd**

16 Raffles Quay

#42-01 Hong Leong Building

Singapore 048581

T: 6507 3848 | F: 6507 3849  
Website <http://www.msfirstcapital.com.sg>

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**From:** Assessment Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>  
**Sent:** Friday, June 16, 2023 4:21 PM  
**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.com.sg)>  
**Cc:** Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>; Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>  
**Subject:** Accident involving SMG 3084 Y & SHB 253 G on 16/06/2023 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.



We represent our client, ABDUL HAFIZ BIN ABDUL AZIZ to notify you of the aforesaid accident involving our client's vehicle SMG3084Y and your insured's vehicle SHB253G on 16/06/2023 at 1130hrs along WOODLAND AVE 3

This serves as a **NOTICE** that we are claiming against SHB253G 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:** PEI JIA (8854 7553 )

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

VEH IN (Date & Time) : 16/06/2023

PRS ARRANGEMENT (Date & Time) : 17/06/2023 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.*

Motor Claims Department

Tel: 8854 7553

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