

## Mei Kwan (LKKAuto)

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**From:** Justin Wong <justin.wong@eqinsurance.com.sg>  
**Sent:** Thursday, 6 September, 2018 10:19 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Joy Irene (LKKAuto); Hsiao Tong (LKKAuto); Asher Sng (LKKAuto); Admin A  
**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018 \*\*\*  
LKK REF: CC4/EQI18006625/Uja3  
**Attachments:** OI GIA - CB5771D.PDF  
**Categories:** HMK

Dear Mei Kwan,

Please find our insured's GIA report as attached.

Regards,  
**Justin Wong**  
Executive | Claims

### EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Thursday, September 6, 2018 10:16 AM  
**To:** Justin Wong <justin.wong@eqinsurance.com.sg>  
**Cc:** Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018 \*\*\* LKK REF: CC4/EQI18006625/Uja3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 24 August, 2018 11:56 AM  
**To:** 'Justin Wong' <justin.wong@eqinsurance.com.sg>  
**Cc:** Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018 \*\*\* LKK REF: CC4/EQ18006625/Uja3

**EQI ref: TBA**  
**LKK REF: CC4/EQ18006625/Uja3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: GBE 8434D

We have not authorized repairs.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report
- Photographs of TP vehicle in its damaged condition

Kindly let us have a copy of your insured's GIA report for our necessary action.

Our case handler in-charge is Joy and she can be contacted at DID: 6841 2409.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Wednesday, 30 May, 2018 9:11 AM  
**To:** 'Francis Ng' <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Cc:** Joy Irene (LKKAUTO) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018 \*\*\* LKK REF: CC4/EQ18006625/ja3

Dear Francis,

We refer to the below email and the contents were duly noted.

Please provide us the following documents for our necessary action.

- TP estimated cost of repair
- TP GIA report

- OI GIA report

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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**From:** Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]

**Sent:** Monday, 28 May, 2018 4:36 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018 \*\*\* LKK REF: CC4/EQI18006625/ja3

Dear Mei Kwan,

Please try to direct settle with the workshop, if possible.

Regards,

**Francis Ng**

Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, April 10, 2018 5:42 PM

**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018 \*\*\* LKK REF: CC4/EQI18006625/ja3

Dear Francis,

We refer to the above matter.

Please provide us the following documents for our necessary action.

- TP estimated cost of repair

- TP GIA report
- OI GIA report

Kindly take note that the case handler in-charge is Joy and she can be contacted at DID: 6841 2409.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 10 April, 2018 12:35 PM

**To:** 'Francis Ng' <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]

**Sent:** Tuesday, 10 April 2018 12:19 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** FW: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018

Dear Sirs,

Please arrange PRS as request by the workshop below.

Regards,

**Francis Ng**

Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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**From:** Caymen [<mailto:caymen@tlmotor.com.sg>]

**Sent:** Monday, April 9, 2018 8:11 PM

**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>; 'Wei Shong' <[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)>

**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018

Dear Sir/Mdm,

Please arrange LKK for the survey.

Thank you.

Regards,



**Caymen**

[caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

O. +65 6858 5151  
F. +65 6858 0877

**Tan Lim Motor Pte Ltd**

51 Defu Lane 10  
Singapore 539216

<http://www.tlmotor.com.sg>

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**From:** Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]

**Sent:** 09, Apr, 2018 5:41 PM

**To:** Wei Shong <[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)>

**Cc:** [caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)

**Subject:** RE: Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018

Dear Sirs,

**Without Prejudice**

We refer to your email below.

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) Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b> <b>L.B.S. Auto Consultants Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> <b>Tel: 62934822</b> <b>Fax: 62963283</b> <b>Contact Person: Hui Lian</b>
<b>5) RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Ricky Teng	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
<b>7) Kelvin Automotive Appraising Services</b> Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	<b>8) Automotive Appraiser &amp; Surveying Services</b> Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
<b>9) JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328 Contact Person: Edna Lee	

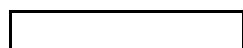
If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

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.

Regards,  
**Francis Ng**  
Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Wei Shong [<mailto:wei.shong@tlmotor.com.sg>]  
**Sent:** Friday, April 6, 2018 6:12 PM  
**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Cc:** [caymen@tlmotor.com.sg](mailto:caymen@tlmotor.com.sg)  
**Subject:** Arrange survey - Accident Involving GBE8434D and CB5771D on 04.04.2018

Without Prejudice

Dear Sir/Mdm,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report and damaged photos;
- b. Copy of the estimated cost of repair.

**Please arrange for survey as soon as possible.**

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and also let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

We await for your favourable reply.

Thank you.

Thank you.

Regards,



**Lam Wei Shong**  
**William**  
[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)

O. +65 6858 5151  
F. +65 6858 0877

**Tan Lim Motor Pte Ltd**  
51 Defu Lane 10  
Singapore 539216  
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