

## Hsiao Tong (LKKAUTO)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Monday, 1 April 2019 4:56 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: REQUEST FOR PRI SURVEY PC 2983 U (DM18HO01453-JG // GBC3795E - EQ)  
\*\*\*LKK REF:CC4/EQI18010728/Kub3

Dear Hsiao Tong

We viewed that our insured was in the yellow box when third party did not give way to our insured's vehicle. In addition, third party's vehicle was supposed to turn left.

Please proceed to offer up to 50% liability to third party's workshop.

Best Regards,

**Joel Goh**  
Executive | Claims



**EQ Insurance Company Limited**

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

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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



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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Monday, April 1, 2019 3:58 PM  
**To:** Joel Goh  
**Cc:** Admin A  
**Subject:** RE: REQUEST FOR PRI SURVEY PC 2983 U (GBC3795E - EQ) \*\*\*LKK REF:CC4/EQI18010728/Kub3

Hi Joel,

Attached is a copy of third party video for your easy reference.

We are of the view that liability is not in our insured favour as he was coming out from minor road.

We will proceed to settle the matter at best.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 13 June 2018 7:18 PM

**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

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

**Subject:** RE: REQUEST FOR PRI SURVEY PC 2983 U (GBC3795E - EQ) \*\*\*LKK REF:CC4/EQI18010728/Kub3

**WITHOUT PREJUDICE**

Dear Joel,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle PC 2983U at M/s Esteem Performance Pte Ltd.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Thin Thin and she can be contacted at DID: 6841 2360.

Thank you.

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 12 June 2018 10:36 AM

**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@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: REQUEST FOR PRI SURVEY PC 2983 U (GBC3795E - EQ)

Dear Sir/Mdm,

Thank you for the assignment.

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:** Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]

**Sent:** Tuesday, 12 June 2018 9:40 AM

**To:** jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>

**Cc:** serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR PRI SURVEY PC 2983 U (GBC3795E - EQ)

**Without Prejudice**

Dear Jenny

Thank you for your confirmation.  
We will arrange accordingly.

Dear LKK

Kindly assist on the following PRS as SJE.  
Our insured has not reported

Best Regards,

**Joel Goh**

Executive | Claims



**EQ Insurance Company Limited**

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

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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



A handwritten signature in dark ink, appearing to be 'Jenny Chong', with a long horizontal line extending to the right.

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**From:** jenny chong [<mailto:jenny@esteemperf.com.sg>]

**Sent:** Tuesday, June 12, 2018 9:33 AM

**To:** Joel Goh

**Cc:** serence ctc; Carmen Lim

**Subject:** Re: REQUEST FOR PRI SURVEY PC 2983 U (GBC3795E - EQ)

Hi Joel,

We prefer LKK to survey the car.

Thank you

On Tue, Jun 12, 2018 at 9:11 AM, Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)> wrote:

**Without Prejudice**

Dear Serence

Kindly email all PRS request to [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)

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  Contact person : Joey/Joseh	<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>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace	<b>4) Priority Services</b>  Tel: 62934822  Fax: 62963283  Contact Person: Sharon Kho
<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	<b>8) Automotive Appraiser &amp; Surveying Services</b>  Tel: 96623655

Fax: 67461148	Fax: 67655662
Contact Person: Kelvin	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.

Best Regards,

**Joel Goh**  
Executive | Claims



**EQ Insurance Company Limited**  
[5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110](#)  
 did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Tan Wei Yin  
**Sent:** Tuesday, June 12, 2018 8:37 AM  
**To:** serence ctc  
**Cc:** Carmen Lim; jenny chong; EQI PRS  
**Subject:** RE: REQUEST FOR PRI SURVEY PC 2983 U

Hi,

Please advise our insured's vehicle no.

Regards,

**Tan Wei Yin**

Executive | Claims

**EQ Insurance Company Limited**

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

did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190

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



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**From:** serence ctc [mailto:[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)]

**Sent:** Monday, June 11, 2018 5:46 PM

**To:** Tan Wei Yin <[weiyin.tan@eqinsurance.com.sg](mailto:weiyin.tan@eqinsurance.com.sg)>

**Cc:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>

**Subject:** REQUEST FOR PRI SURVEY PC 2983 U

Dear Sir / Madam,

**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS PURSUANT TO PRE-ACTION PROTOCOL FOR NON INJURY MOTOR ACCIDENT CASES (NIMA)**

We act for Goldbell Car Rental Pte Ltd who has appointed the under-mentioned workshop to repair his motor vehicle no.PC 2983 U.

Please be informed that the said vehicle can be inspected at :

Name of workshop : Esteem Performance Pte Ltd

Address : [Blk 5033 Ang Mo Kio Industrial Park 2, #01-259](#), Singapore 569536

Tel : 6484 1221

Fax : 6484 7829

We hereby give 2 clear days notice to conduct a pre-repair inspection of the said vehicle at the above-mentioned workshop during office hours.

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday. The above-mentioned workshop will commence repairs should you fail to conduct the pre-repair inspection.

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Freundliche Grüße / Best Regards

**Serence Chee**

Claims Assistant | Operation Division

Esteem Performance Pte Ltd

**P:** 6484 1221

**E:** [serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)

[5033 Ang Mo Kio Industrial Park 2 #01-259](#)

(Head Office)

[385 Sin Ming Drive](#) Vicom Inspection Centre

(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



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Freundliche Grüße / Best Regards

**Jenny Chong**

Senior Operation Executive | Operation Division

Esteem Performance Pte Ltd

**P:** 6484 1221

**F:** 6484 7829

**E:** [jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)

[5033 Ang Mo Kio Industrial Park 2 #01-259](#)

(Head Office)

[385 Sin Ming Drive](#) Vicom Inspection Centre

(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)

