

## Mei Kwan (LKKAuto)

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**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

**Sent:** Tuesday, 19 November 2019 9:09 AM

**To:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>; Zuhaidah Samsuri <[aida@iii.com.sg](mailto:aida@iii.com.sg)>

**Subject:** RE: REQUEST FOR PRI SURVEY SLK890Y

Dear Sir / Mdm,

Please conduct a survey on TP vehicle [SLK890Y](#) and let us have your report urgently.

This claim will be handled by [Ms Aida](#).

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext – 248

**From:** Carmen Lim [<mailto:carmen@esteemperf.com.sg>]

**Sent:** 18 November, 2019 4:59 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>

**Subject:** Re: REQUEST FOR PRI SURVEY SLK890Y

Dear India,

We prefer LKK to survey the car.

Pls arrange asap.

Thank you

Freundliche Grüße / Best Regards

## Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

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

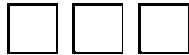
[5033 Ang Mo Kio Industrial Park 2 #01-259](#)

(Head Office)

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

(Showroom)

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



On Mon, Nov 18, 2019 at 4:43 PM Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

Dear Sir / Mdm,

We apologise but we have made a mistake when replying to your earlier email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Daniel Pooi*

**Motor & Work Injury Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street #04-02 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 202 Fax: 6224 4174

**S&P 'A-' rated Company**



**From:** Carmen Lim [mailto:[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)]

**Sent:** Monday, 18 November, 2019 4:37 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>

**Subject:** Re: REQUEST FOR PRI SURVEY SLK890Y

Dear India,

We prefer Priority Services to survey the car.

Pls arrange asap.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

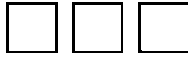
Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

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

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



On Mon, Nov 18, 2019 at 3:38 PM Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Automobile Inspection Services Pte Ltd
- VP Appraisal
- Form Team Adjusters Pte Ltd
- Infiniti Appraisal Service
- JP Knights Adjusters
- LBS Auto Consultants Pte Ltd
- Priority Services
- RT Appraisal
- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Daniel Pooi*

**Motor & Work Injury Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street #04-02 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 202 Fax: 6224 4174

***S&P 'A-' rated Company***



**From:** Carmen Lim [mailto:[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)]

**Sent:** Monday, 18 November, 2019 10:26 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>

**Subject:** Re: REQUEST FOR PRI SURVEY SLK890Y

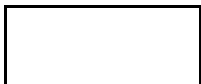
Dear India,

We refer to our email dated 15.11.2019.

We have not receive any survey arrangement from your yet.

Pls let us hear from you asap.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

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

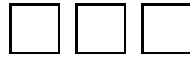
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On Fri, Nov 15, 2019 at 4:08 PM Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)> wrote:

Dear India,

Attached herewith GIA report for your attention.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

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

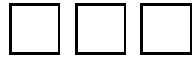
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(Head Office)

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

(Showroom)

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



On Fri, Nov 15, 2019 at 10:14 AM Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)> wrote:

Dear Sir / Madam,

**Accident involving SLK890Y & SHA7642B & SMM470D on 14.11.2019**

**Your insured vehicle no : SHA7642B**

**VEHICLE IN WORKSHOP READY FOR SURVEY**

**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 Grab Rentals Pte Ltd who has appointed the under-mentioned workshop to repair his motor vehicle no SLK 890 Y.

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

Name of workshop : Esteem Performance Pte Ltd

Address : 385 SIN MING DRIVE (S) 575718 (INSIDE VICOM)

Tel : 6566 2112 / 8799 0066

Fax : 6259 3326

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.

We will email GIA once receive

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

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

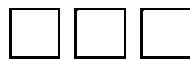
[5033 Ang Mo Kio Industrial Park 2 #01-259](#)

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



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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