



EQ Insurance Company Limited  
5 Maxwell Road  
#17-00 Tower Block  
MND Complex  
Singapore 069110  
Attention: Motor Claims

**"Without Prejudice"**

Your Ref :

Our Ref :

Date : 23 July 2020

Subject : **ACCIDENT INVOLVING VEHICLES SMP3573E & PC5541S ON 09.05.2020**

Dear Sirs

We refer to the above matter.

The accident was caused solely by the negligence on the part of your insured. As a result of the said accident, our client has suffered losses which are set out hereunder as follows:-

Cost of repair	:	S\$	8790.59
Loss of use	:	S\$	500.00 (S\$100.00 x 5 days)
LTA search fee	:	S\$	7.45
Total	:	S\$	9298.04

A copy of each of the following supporting documents is enclosed:

1. Copy of Final Repair bill & LTA search slip
2. Copy of Certificate of Insurance
3. Copy of Letter of Authorisation

Performance Motors  
Limited  
1800-Call-BMW  
(1800-2255-269)  
[www.pml.com.sg](http://www.pml.com.sg)

303 Alexandra Road  
Sime Darby  
Performance Centre  
Singapore 159941  
Tel Sales 6319 0100  
Tel Aftersales:  
6319 0111  
Fax 6474 7770

315 Alexandra Road  
#01-01  
Sime Darby  
Business Centre  
Singapore 159944  
Tel Sales 6319 0511  
Tel Aftersales  
6319 0527  
Fax 6479 6624

280  
Kampong Arang Rd  
East Coast Centre  
Singapore 438180  
Tel Aftersales  
6319 0888  
Fax 6344 1332

Registered office  
305 Alexandra Road  
#02-01  
Vantage  
Automotive Centre  
Singapore 159942

Co. Reg. No:  
197401559W

Please note that you or your insured should send us an acknowledgement of receipt of this letter within fourteen (14) days from the date of this letter, failing which our client will have no alternative but to commence legal proceedings against you without any further notice to you or your insured.

Should you have a counterclaim against our client arising out of the accident, you are also required to send a letter giving full particulars of the counterclaim together with all relevant supporting documents within eight (8) weeks of your receipt of this letter.

For any correspondence, please contact Ms Caroline Tan at 6319-0174 / Fax. 6479-4601 or email to [pml-pbsp@sime-darby.com.sg](mailto:pml-pbsp@sime-darby.com.sg).

Yours sincerely

Cresendo Lagman  
Customer Service Manager, Body & Paint

Bernard Wan  
Service Manager – Body & Paint

## LETTER OF AUTHORISATION

ACCIDENT INVOLVING SMP 3573E & PC 55418 ON 09.05.2020.

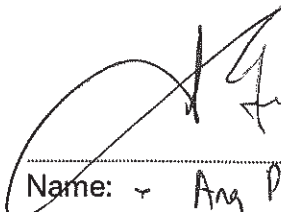
I, ANG PENG SEONG, owner of Vehicle Registration No. SMP 3573E hereby authorize **Performance Motors Limited** to submit, correspond, negotiate and settle my claim for cost of repair and/or uninsured losses arising from the above accident.

I further authorize **Performance Motors Limited** to execute, sign, seal and deliver all documents whatsoever in relation to this matter and to accept and receive any payment due to me in respect of my claim above.


I hereby declare that all acts and documents done by virtue of this Letter of Authorization on my behalf shall be good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by me in person.

I further confirm that the acceptance by **Performance Motors Limited** of the settlement amount in respect of such claim shall constitute the full discharge of my claim in respect of such loss and damage.

Signed by: \*

  
Name: \* Ang Peng Seong (Date) 11/5/20  
NRIC No.: > S7129179 J

In the presence of:

 **PERFORMANCE MOTORS LIMITED**  
303 Alexandra Road  
Sime Darby Performance Centre  
Singapore 159941  
TEL: 63190100 (Sales)  
63190111 (After Sales)  
Name: \_\_\_\_\_ (Date) \_\_\_\_\_  
NRIC No.: \_\_\_\_\_



303, Alexandra Road  
Sime Darby Performance  
Singapore 159941  
Tel. 63190100 (Sale)  
63190111 (After)  
Fax. 64747770

280, Kampong Arang  
East Coast Centre  
Singapore 438180  
Tel. 63190888 (After)  
Fax. 63449773

315, Alexandra Road  
Sime Darby Business  
Singapore 159944  
Tel. 63190528 (After)  
63190533/530 (After)  
Fax. 64796601  
64796624

## SERVICE TAX INVOICE

Repair Order No. : B1 1462802	Page No. : 1 of 2
Date IN : 22/06/2020	Invoice Number : 2258656 / WSB
Motor Claim Advisor: Foong Shiuh Jye	Invoice Date : 22/07/2020
	Payment Terms : 30 Days From Invoice
	Invoice By : Mahamod Bin Mohd Sanif

## - CUSTOMER INFORMATION -

Mr Ang Peng Seong (Hong Mingxiong)  
654 Senja Road  
#20-258  
  
Singapore 670654

## - INVOICE TO - 45912

EQ Insurance Company Limited  
5 Maxwell Road, #17-00 Tower Block  
MND Complex  
Singapore 069110

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
SMP3573E	WBAJG120605N75254	24/09/2019	X1 SDRIVE18I	10710

## - - - - L A B O U R 1 - - - -

	NETT
To replace bumper rear, replace rear boot lid include remove attachment parts to to facilitates repairs due to accident.	1,700.00
To respray rear bumper and rear boot lid.	1,805.00
To replace rear windscreen glass.	574.00
To conduct water leak tests.	75.00
To remove and install bootlid smart opener control unit to inspect, top and bottom sensor lines due to accident include conduct checks for proper function.	561.00
To carry out body cavity preservation. (Per panel).	100.00
To remove old PDC assembly and reconnect to new bumper including conduct checks for proper function.	150.00
To check electrical wiring systems and lightings at the rear section for proper function.	150.00
Sundries.	80.00
INS CLAIMS : ACCIDENT REPAIR. DIRECT SETTLEMENT.	0.00
DATE OF ACCIDENT : 09/05/2020. 3RD PARTY CAR : PC5541S. EQI REF NO : DM20HO00809/JT.	
VEHICLE WAS SURVEYED BY MR RASUL FROM LKK AUTO ON 22/06/2020 AT 11AM. AUTHORISED REPAIR BY MS JAIME TAY FROM EQ INSURANCE ON 12/05/2020 VIA EMAIL.	
PROPOSE LOSS OF USE = \$100X5. THE AMOUNT IS SUBJECTED TO INSURANCE COMPANY CONFIRMATION.	0.00
LTA SEARCH FEE = \$7.45.	0.00

Total Labour 1: **5,195.00**

## - - - - P A R T S - - - -

	Qty	Retail Price	NETT
REAR BUMPER PANEL PRIMED	1	903.40	903.40
REAR BUMPER MIDDLE TRIM PANEL (PDC)	1	265.65	265.65
EMBLEM GROMMET	2	0.85	1.70
BMW PLAQUE WITH ADHESIVE FILM	1	71.60	71.60
BOOTLID	1	1,236.65	1,236.65
LETTERING S DRIVE 18I	1	96.65	96.65

**Performance Motors Limited**

A Sime Darby Motors Company  
Co. Reg. No. 197401559W GST Reg. No M2-00200

303, Alexandra Road  
Sime Darby Performance  
Singapore 159941  
Tel. 63190100 (Sale)  
63190111 (After)  
Fax. 64747770

280, Kampong Arang  
East Coast Centre  
Singapore 438180  
Tel. 63190888 (Aft)  
Fax. 63449773

315, Alexandra Road  
Sime Darby Business  
Singapore 159944  
Tel. 63190528 ( )  
63190533/530 ( )  
Fax. 64796601 ( )  
64796624 ( )

**SERVICE TAX INVOICE**

Repair Order No. : <b>B1 1462802</b>	Page No. : <b>2 of 2</b>
Date IN : <b>22/06/2020</b>	Invoice Number : <b>2258656 / WSB</b>
Motor Claim Advisor: <b>Foong Shiuh Jye</b>	Invoice Date : <b>22/07/2020</b>
	Payment Terms : <b>30 Days From Invoice</b>
	Invoice By : <b>Mahamod Bin Mohd Sanif</b>

LETTERING X1	1	64.45	64.45
BLIND RIVET NUT M6	4	2.70	10.80
EXPANDING NUT	1	1.00	1.00
(DG/SL) W/SCREEN SEALANT (COLD 1 HOUR)	2	131.55	263.10
(DG) CLEANER R1 (100ML)	1	26.15	26.15
(DG/SL)ADHESIVE PRIMER VP 206 (30ML)	1	27.85	27.85
EXPANDING RIVET BLACK	10	1.40	14.00
BUMP STOP	10	3.75	37.50
Total Parts		:	<b>3,020.50</b>

Labour Charges :	<b>5,115.00</b>	Total Labour & Parts Charges :	<b>S\$ 8,215.50</b>
Parts Charges :	<b>3,020.50</b>	Less Insurance Excess :	<b>S\$ 0.00</b>
Lubricant/Misc :	<b>80.00</b>	Invoice Total Amount Exclude GST :	<b>S\$ 8,215.50</b>
		GST @ 7% :	<b>S\$ 575.09</b>
		Invoice Total Amount Include GST :	<b>S\$ 8,790.59</b>

Computer generated invoice. No signature is required.

Amount Payable Include GST : **S\$ 8,790.59**

All amounts are in Singapore Dollars.

Work was carried out subject to the Company's Terms and Conditions of Service.

No complaints will be entertained unless reported within seven (7) days of the date of this invoice.

For credit purchases, interest @1% per month will be debited on overdue amounts.



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 11 May 2020 / 10:05:08

Receipt Date/Time : 11 May 2020 / 10:04:58

**Tax Invoice/Receipt**

Receipt No. : ITNET-00000-200511-000545

Previous Receipt No. :

**S/N Item Description/  
Business Transaction Reference  
No.**

Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - PC5541S  
As at 09 May 2020/16:00:00  
Insurance Co: EQ INSURANCE COMPANY LTD  
1 Insurance Enquiry - PC5541S  
Enquiry Fee  
20200511100211111290

	7.00	0.49	7.49
<b>Sub-Total</b>	7.00	0.49	7.49
<b>Total Before Rounding</b>	7.00	0.49	7.49
<b>Rounding Difference</b>			0.04
<b>Total Amount Payable</b>			7.45
<b>Paid By</b>			
552038XXXXXX2368	eNETS Credit Card		7.45
<b>Total</b>			7.45
<b>Cash Change</b>			0.00
<b>Tendered Amount</b>			7.45
<b>Excess Refundable Amount</b>			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

**ACCIDENT INVOLVING PC 5541S AND SMP 3573E ON 09/05/2020**

Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Mon 7/27/2020 9:28 AM

To: OPERATIONS@WESTPOINTBUS.COM.SG <OPERATIONS@WESTPOINTBUS.COM.SG>

Our Ref: CC4/EQI20005706/R1ea3

27 JULY 2020

**WESTPOINT TRANSIT PTE LTD**

Dear Sir/Madam,

**ACCIDENT INVOLVING PC 5541S AND SMP 3573E ON 09/05/2020**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher  
Case Handler  
FAX: 6741 4108  
Email: [Ashersng@lkkauto.com](mailto:Ashersng@lkkauto.com)

c.c. *EQ INSURANCE COMPANY LIMITED*  
*(Motor Claims Dept)*

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

**RE: [MANDATE REQUEST] Re: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT**

Jaime Tay <jaime.tay@eqinsurance.com.sg>

Fri 9/25/2020 10:22 AM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Janice Goh <janice.goh@eqinsurance.com.sg>

Dear Asher,

Please proceed with settlement up to \$9,098.04.

**Announcement**

-

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Thank you.

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

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.*

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**From:** Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]

**Sent:** 25 September 2020 08:28

**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>; Janice Goh <janice.goh@eqinsurance.com.sg>

**Subject:** Re: [MANDATE REQUEST] Re: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Hi Sir,

We refer to the email dated 06/09/20.

Third party is chasing for the offer and settlement.

Please let us have your approval / instruction if any.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Monday, September 14, 2020 10:54 AM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Subject:** Re: [MANDATE REQUEST] Re: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Hi Sir,

We refer to the email dated 06/09/20.

Third party is chasing for the offer and settlement.

Please let us have your approval / instruction if any.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Sunday, September 6, 2020 3:27 PM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [MANDATE REQUEST] Re: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **PERFORMANCE MOTORS LTD**" at **\$ 9,098.04 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs w/GST	\$ 11,473.66	\$ 8,790.59
2. Loss of Use (5days x \$100)	\$ 500.00	\$ 300.00 (5days x \$60)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 11,981.11	\$ 9,098.04

**For your approval in please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Monday, July 13, 2020 9:27 AM

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

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

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Dear Mei Kwan,

Please proceed with DS.

#### **Announcement**

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Thank you.

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)



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

**Sent:** 25 June 2020 17:42

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

**YOUR REF: DM20HO00809/JT**

**LKK REF: CC4/EQI20005706/R1ea3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMP 3573E on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

***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)

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted**

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**From:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>**Sent:** Wednesday, 13 May, 2020 11:20 AM**To:** [jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>**Cc:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Dear Jaime,

Thank you for the assignment.

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

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Celine Fong****LKK Auto Consultants Pte Ltd**phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Jaime Tay [<mailto:jaime.tay@eqinsurance.com.sg>]**Sent:** Tuesday, 12 May 2020 8:47 PM**To:** PBSP; Admin A**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT**WITHOUT PREJUDICE****SAVE AS TO COSTS**

Dear Caroline,

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

Dear Sirs,

**Please assist on PRS and direct settlement.****Announcement**

In line with the [MOM advisory on Safe Distancing Measures](#) in workplace, our operation remains "Business As Usual" – except most of us are on Work-From-Home arrangement - still reachable by phone or email. We seek your understanding in bearing with us in this adjustment and any inadvertent delay in service

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)



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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

**Sent:** 12 May 2020 19:31

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Dear Jamie

We are agreeable to use a common surveyor below as the SJE.

**6) LKK Auto Consultants Pte Ltd**

Tel: 6256-3561

Fax: 6741-4108

Vehicle is presently not in workshop, please assist to advise if your insured had reported the accident and please reply on liability.

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0174 Fax: 6479 4601

---

**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Tuesday, 12 May 2020 7:17 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

[External Mail] This email originated from outside of the organisation; be careful with requests, attachments and links.

## Without Prejudice

### Save As To Costs

Dear Sir,

We are agreeable for direct settlement.

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.

1) <b>AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	2) <b>Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) <b>LBS Automotive Appraisal Pte Ltd</b> L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) <b>Priority Services</b> Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) <b>RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) <b>LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
7) <b>Kelvin Automotive Appraising Services</b> Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) <b>Automotive Appraiser &amp; Surveying Services</b> Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) <b>JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328	10) <b>Appraisals Associates Pte Ltd</b> Tel : 67472822 Fax: 67470070
11) <b>Infiniti Appraisal Service</b> Tel : 96684818/90099001 Fax: 64587432	12) <b>Formteam Adjusters Pte Ltd</b> Tel: 65091788 Fax: 65096221

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.

#### **Announcement**

In line with the [MOM advisory on Safe Distancing Measures](#) in workplace, our operation remains "Business As Usual" – except most of us are on Work-From-Home arrangement - still reachable by phone or email. We seek your understanding in bearing with us in this adjustment and any inadvertent delay in service

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)



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**From:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

**Sent:** 11 May 2020 14:07

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>; Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Subject:** REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020

Dear Sirs,

We refer to the above matter.

We have instructions from our client to seek repair cost and loss of use/car rental from you through Direct Settlement.

Attached is the estimates and supporting documents for your consideration.

Please let us have your confirmation that you agree that liability is clear and we may proceed with Direct Settlement.

**\*Vehicle not in workshop.**

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0174 Fax: 6479 4601

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