

Mei Kwan (LKKAuto)

From: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Monday, 18 May 2020 9:10 AM
To: Mei Kwan (LKKAuto)
Cc: Khanchna (LKK Auto); Admin A
Subject: RE: REQUEST FOR PRI SURVEY GBH3225H - EQ's REF: DM20HO00800/SG
Attachments: GBH7326Z.PDF

Categories: HMK

Hi Mei Kwan

Please find the attached Insured's report for your kind attention.

Thank you.

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-F

We seek your understanding in bearing with us in this adjustment and any inadvertent delay in service.

Regards

Janice Goh

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Sunday, May 17, 2020 5:27 PM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST FOR PRI SURVEY GBH3225H - EQ's REF: DM20HO00800/SG

YOUR REF: DM20HO00800/SG

LKK REF: CC4/EQI20005707/Kka3

Dear Sir / Madam,

We refer to the above matter.

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 Khanchna.

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

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Celine Fong (LKKAuto)

Sent: Wednesday, 13 May 2020 11:06 AM

To: Janice Goh; assignments; Admin A

Subject: RE: REQUEST FOR PRI SURVEY GBH3225H - EQ's REF: DM20HO00800/SG

Dear Janice,

Thank you for the assignment.

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 | fax: 6256-4315

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

From: Janice Goh <janice.goh@eqinsurance.com.sg>

Sent: Wednesday, 13 May 2020 10:32 AM

To: assignments <assignments@lkkauto.com>

Subject: FW: REQUEST FOR PRI SURVEY GBH3225H - EQ's REF: DM20HO00800/SG

Hi Sirs

Please assist to attend this PRI.

Thank you.

[Announcement](#)

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Regards

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From: Janice Goh

Sent: Wednesday, May 13, 2020 10:29 AM

To: 'jenny chong' <jenny@esteemperf.com.sg>

Cc: Carmen Lim <carmen@esteemperf.com.sg>; serence ctc <serence@esteemperf.com.sg>; Shanice Leong <shanice@esteemperf.com.sg>

Subject: RE: REQUEST FOR PRI SURVEY GBH3225H - EQ's REF: DM20HO00800/SG

Without Prejudice

Hi Jenny

Thank you for your email.

We will appoint LKK for the PRI and they will contacting you shortly.

Thank you.

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From: jenny chong [<mailto:jenny@esteemperf.com.sg>]
Sent: Wednesday, May 13, 2020 10:20 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Carmen Lim <carmen@esteemperf.com.sg>; serence ctc <serence@esteemperf.com.sg>; Shanice Leong <shanice@esteemperf.com.sg>
Subject: Re: REQUEST FOR PRI SURVEY GBH3225H - EQ's REF: DM20HO00800/SG

Dear Janice

We are prefer **LKK Auto Consultants Pte Ltd** to survey the car.

Thank you



Freundliche Grüße / Best Regards

Jenny Chong

Senior Operation Executive | Operation Division
Esteem Performance Pte Ltd

P: 6484 1221

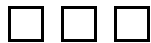
F: 6484 7829

E: jenny@esteemperf.com.sg

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

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

www.esteemperformance.com



On Wed, May 13, 2020 at 10:07 AM Janice Goh <janice.goh@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Costs

Dear Jenny

Thank you for your email.

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) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221	4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
7) Kelvin Automotive Appraising Services Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	10) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
11) Infiniti Appraisal Service	

Tel : 9668 4818/9009 9001

Fax: 6458 7432

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.

Thank you.

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Janice Goh

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

Sent: Tuesday, May 12, 2020 4:57 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Carmen Lim <carmen@esteemperf.com.sg>; serence ctc <serence@esteemperf.com.sg>; Shanice Leong <shanice@esteemperf.com.sg>

Subject: REQUEST FOR PRI SURVEY GBH3225H

Dear Sir / Madam,

Accident involving GBH3225H & GBH7326Z on 08.05.2020

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 Pte Ltd who has appointed the under-mentioned workshop to repair his motor vehicle no. GBH3225H

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 (S)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.



Freundliche Grüße / Best Regards

Jenny Chong

Senior Operation Executive | Operation Division

Esteem Performance Pte Ltd

P: 6484 1221

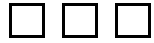
F: 6484 7829

E: jenny@esteemperf.com.sg

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

www.esteemperformance.com



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To: eqiprs@eqinsurance.com.sg

Message Score: 50

High (60): **Pass**

From: jenny@esteemperf.com.sg

My Spam Blocking Level: High

Medium (75): **Pass**

Low (90): **Pass**

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