

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 30 April 2021 4:40 PM  
**To:** Admin-D (LKKAUTO); 'Janice Goh'; assignments; SUR  
**Subject:** RE: Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI - EQI REF: DM20HO01315/SG  
**Attachments:** PRELI ADVISED.pdf

Dear Janice,

Enclosed preliminary revised of vehicle FBH 5398D  
Date of survey: 27/4/21

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Sent:** Tuesday, 27 April 2021 10:57 AM  
**To:** 'Janice Goh' <janice.goh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI - EQI REF: DM20HO01315/SG

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 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:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Sent:** Tuesday, 27 April, 2021 9:43 AM  
**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI - EQI REF: DM20HO01315/SG

Hi LKK

Please find attached insured's report and TP PRI letter for your kind attention.

Thank you.

#### 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 -ready.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

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



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**From:** Janice Goh

**Sent:** Tuesday, April 27, 2021 9:38 AM

**To:** 'Nancy Lam' <[nancy@crossbordersllc.com](mailto:nancy@crossbordersllc.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Corene Chong <[corene@crossbordersllc.com](mailto:corene@crossbordersllc.com)>; Celeste Ng <[celeste@crossbordersllc.com](mailto:celeste@crossbordersllc.com)>; Hui Ting Tang <[huiting@crossbordersllc.com](mailto:huiting@crossbordersllc.com)>

**Subject:** RE: Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI - EQI REF: DM20H001315/SG

#### **Without Prejudice**

Dear Nancy

Thank you for your email.

We object to all the surveyors as proposed. We shall be appointing our surveyor, **M/s LKK Auto**, to attend to the pre-repair survey of your client's vehicle.

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.

**Aside to LKK, please arrange to attend to the said Pre-repair survey.**

Thank you.

#### Announcement

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Regards

Janice Goh  
Executive | Claims



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**From:** Nancy Lam [<mailto:nancy@crossbordersllc.com>]

**Sent:** Tuesday, April 27, 2021 9:08 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Corene Chong <[corene@crossbordersllc.com](mailto:corene@crossbordersllc.com)>; Celeste Ng <[celeste@crossbordersllc.com](mailto:celeste@crossbordersllc.com)>; Hui Ting Tang <[huiting@crossbordersllc.com](mailto:huiting@crossbordersllc.com)>

**Subject:** Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI - EQI REF: DM20HO01315/SG

Your attention is drawn to the CONFIDENTIALITY NOTICE below.

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**WITHOUT PREJUDICE**

Due to the current COVID 19 situation, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower.

Dear sir

1. We refer to your email as below.
2. Our client objects appointing your surveyors as a single joint expert.
3. We propose one of the motor surveyors named in the list below to conduct the joint pre-repair survey as a single joint expert:-

- |    |                           |   |
|----|---------------------------|---|
| a) | Dylan Lee                 | Lee Appraisal Services                  |
| b) | Yap Teck Lee              | LCW Appraiser Pte Ltd                   |
| c) | Yap Teck Chye             | MC-Coy Appraiser Pte Ltd                |
| d) | Dixon Yeo                 | Treasure Appraiser Pte Ltd              |
| e) | Marc Ananda               | United Appraisal and Management Pte Ltd |
| f) | Andrew How                | Prominent Appraiser Services            |
| g) | Alan Cheong K.H.          | C L Appraiser Pte Ltd                   |
| h) | T.T. Rajan                | ST Appraisal Services                   |
| i) | Sebastian Lim             | Constant Appraiser Services             |
| j) | Aeon Auto Consultants LLP |   |

4. Please let us know within two (2) working days whether you are agreeable to the appointment of any of the above motor surveyors as a single joint expert.

Thank You.

Regards  
Nancy  
TEL: 6438 1323 (ext 2020)

CrossBorders LLC  
133 New Bridge Road  
#23-03/04/05 Chinatown Point  
Singapore 059413  
Tel: (65) 6438 1323  
Fax: (65) 6438 2313

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**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Monday, 26 April 2021 5:40 pm

**To:** Nancy Lam <[nancy@crossborderllc.com](mailto:nancy@crossborderllc.com)>

**Subject:** RE: Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI - EQI REF: DM20HO01315/SG

**Without Prejudice**

Dear Nancy

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) LBS Automotive Appraisal Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	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) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	8) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
9) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	10) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221

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.

#### Announcement

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#### **Regards**

**Janice Goh**

Executive | Claims



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**From:** Nancy Lam [<mailto:nancy@crossbordersllc.com>]

**Sent:** Monday, April 26, 2021 5:32 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Subject:** Our Client's vehicle no. FBH5398D(YSH) - YOUR INSURED - PC2437E (EQ)- DOA 04/09/2020 TO ISSUE PRI

Your attention is drawn to the CONFIDENTIALITY NOTICE below.

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#### **WITHOUT PREJUDICE**

Dear Sirs

Please ignore the previous attachment .

- 2 Please find attached our PRI notice dated 26 April 2021 for your kind attention.

Thank You.

Thank You.

Regards

Nancy

TEL: 6438 1323 (ext 2020)

CrossBorders LLC

133 New Bridge Road

#23-03/04/05 Chinatown Point

Singapore 059413

Tel: (65) 6438 1323  
Fax: (65) 6438 2313

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From: [nancy@crossbordersllc.com](mailto:nancy@crossbordersllc.com)

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