

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 22 September 2021 8:08 pm  
**To:** Melody Teoh  
**Cc:** SUR  
**Subject:** RE: Pre-Repair Inspection for GBB 4837 S // Accident on 16/09/2021 @ 18:00HR at along Sembawang Road involving Vehicle Number GBB 4837 S & SKE 8798 Y // EQ REF: DM21HO01385/MT

Dear Melody,

Please be informed that we have inspected the vehicle GBB 4837S on 20/09/2021 and pending for estimate from repairer.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Melody Teoh <melody.teoh@eqinsurance.com.sg>  
**Sent:** Sunday, 19 September 2021 9:03 pm  
**To:** 'assignments' <assignments@lkkauto.com>  
**Subject:** FW: Pre-Repair Inspection for GBB 4837 S // Accident on 16/09/2021 @ 18:00HR at along Sembawang Road involving Vehicle Number GBB 4837 S & SKE 8798 Y // EQ REF: DM21HO01385/MT

Dear LKK,

Please assign your surveyor to conduct PRS on without prejudice basis.

Survey venue & details as below.

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 conducted via Zoom.

Best Regards,

**Melody Teoh**

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)



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

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**From:** Melody Teoh

**Sent:** Sunday, September 19, 2021 21:00 PM

**To:** 'Zoom Autowerks' <[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)>

**Subject:** RE: Pre-Repair Inspection for GBB 4837 S // Accident on 16/09/2021 @ 18:00HR at along Sembawang Road involving Vehicle Number GBB 4837 S & SKE 8798 Y // EQ REF: DM21HO01385/MT

## **WITHOUT PREJUDICE**

Dear Elin,

We acknowledge receipt of your email dated 19.09.2021.

In compliance to Pre-Action Protocol for NIMA cases, we note that you have agreed to the appointment of our surveyor.

We have appointed our surveyor **LKK Auto Consultants Pte Ltd** to conduct the pre-repair survey on **20.09.2021** at **Zoom Autowerks Pte Ltd**. Please let us have your client's repair estimate for our appointed surveyor to conclude his report.

**\*\*ALL LOD PLEASE EMAIL TO [EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)**

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 to serve you.

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 via Zoom.

Best Regards,

**Melody Teoh**

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**From:** Zoom Autowerks [<mailto:zoomautowerks@gmail.com>]

**Sent:** Sunday, September 19, 2021 19:11 PM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>

**Subject:** Re: Pre-Repair Inspection for GBB 4837 S // Accident on 16/09/2021 @ 18:00HR at along Sembawang Road involving Vehicle Number GBB 4837 S & SKE 8798 Y // EQ REF: DM21HO01385/MT

Dear Melody,

Please arrange LKK for the survey.

Warmest Regards,  
**Elin Cai**

**Zoom Autowerks Pte Ltd**

130 Bedok Reservoir Road

#08-1339 Singapore 470130

☎9450 7920

📧[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)

**- Please note our change in mailing/registered address with effect from 1st July 2018 -**

On Sun, Sep 19, 2021 at 6:49 PM Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)> wrote:

**WITHOUT PREJUDICE**

Dear Elin,

We refer to your email dated on 16.09.2021.

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	2) Automobile Inspection Services Pte Ltd
Tel: 6255 0808	Tel: 6286 0155
Fax: 6849 9155	Fax: 6284 1539

	Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b>  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace	<b>4) Priority Services</b>  Tel: 6293 4822  Fax: 6296 3283  Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b>  Tel: 6748 6076  Fax: 6748 0361  Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256 3561  Fax: 6741 4108
<b>7) JP Knights Pte Ltd</b>  Tel: 6345 0068  Fax: 6344 5328	<b>8) Appraisals Associates Pte Ltd</b>  Tel : 6747 2822  Fax: 6747 0070
<b>9) Infiniti Appraisal Service</b>  Tel : 9668 4818/9009 9001  Fax: 6458 7432	<b>10) Formteam Adjusters Pte Ltd</b>  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 the vehicle is returned to the owner.

Thank you.

**Announcement**

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Best Regards,

**Melody Teoh**

Executive | Claims



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**From:** Zoom Autowerks [mailto:[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)]

**Sent:** Thursday, September 16, 2021 23:58 PM

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

**Subject:** Pre-Repair Inspection for GBB 4837 S // Accident on 16/09/2021 @ 18:00HR at along Sembawang Road involving Vehicle Number GBB 4837 S & SKE 8798 Y

Dear Sir/Madam,

We are instructed by Kian Yeo Builders Pte Ltd to notify you of a road traffic accident on 16/09

/2021

at about 18:00HR along Sembawang Road involving our client's vehicle registration number GBB 4837 S and vehicle registration number SKE 8798 Y driven by your insured at the material time.

A copy of the Singapore Accident Statement/Traffic Police Report filed is enclosed. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle,

please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated time, our client shall proceed to repair the vehicle without further reference to you.

Please contact me @ 9450 7920, should you require more information.

***Kindly arrange survey at Blk 15 Kaki Bukit Road 4, Bartley Biz Centre, #01-53, Singapore 4178 08.***

Warmest Regards,

**Elin Cai**

**Zoom Autowerks Pte Ltd**

130 Bedok Reservoir Road

#08-1339 Singapore 470130

☎9450 7920

✉[zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)

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