

**Veron Chen (LKKAuto)**

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**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 2 November 2021 9:03 AM  
**To:** Admin-D (LKKAuto); 'Melody Teoh'; assignments; SUR  
**Subject:** RE: PRS Assignment - EQ ref: DM21HO01457/MT --GBL 4540U  
**Attachments:** GBL 4540U PRELI REVISED.pdf

Dear Melody,

Enclosed preliminary revised of vehicle GBL 4540U  
Date of survey: 1/10/21  
Number of days (estimated) : 9 days

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:** Veron Chen (LKKAuto)  
**Sent:** Monday, 4 October 2021 9:29 AM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: PRS Assignment - EQ ref: DM21HO01457/MT --GBL 4540U

Dear Melody,

Please be informed that we have inspected the vehicle GBL 4540U on 1/10/21 .

We are pending estimate from repairer.

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)  
**Sent:** Thursday, 30 September 2021 3:41 PM  
**To:** 'Melody Teoh' <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: PRS Assignment - EQ ref: DM21HO01457/MT

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arranged on 01-10-21.

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:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>  
**Sent:** Thursday, 30 September, 2021 3:18 PM  
**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: PRS Assignment - EQ ref: DM21HO01457/MT

Dear LKK,

Please assign your surveyor to conduct PRS on without prejudice basis. Survey venue & details as below.

Our insured has yet to report the said accident. Kindly obtain TP's GIA report when survey.

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 -reachability.  
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**



**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:** Melody Teoh

**Sent:** Thursday, September 30, 2021 15:14 PM

**To:** 'cindy.tan@kannansg.com.sg' <[cindy.tan@kannansg.com.sg](mailto:cindy.tan@kannansg.com.sg)>

**Subject:** RE: Yref: DM21HO01457/MT (SKK 7255Y) Oref: KSG/5470/2021/P/ct

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Cindy,

We acknowledge receipt of your email dated 30.09.2021.

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 **30.09.2021** at **Automobile Hub Enterprise**. Please let us have your client's GIA report & 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 -reachable

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

Best Regards,

**Melody Teoh**



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

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**From:** [cindy.tan@kannansg.com.sg](mailto:cindy.tan@kannansg.com.sg) [<mailto:cindy.tan@kannansg.com.sg>]

**Sent:** Thursday, September 30, 2021 15:10 PM

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

**Subject:** RE: Yref: DM21HO01457/MT (SKK 7255Y) Oref: KSG/5470/2021/P/ct

Dear Sirs / Mdm

**WITHOUT PREJUDICE**

**RE: PROPERTY DAMAGE CLAIM**

**CLAIMANT : PUPPLY.CO**

**ACCIDENT INVOLVING VEHICLES NO. GBL 4540U & SKK 7255Y ALONG YISHUN AVENUE 8 ON 29 SEPTEMBER 2021 AT 2110 HRS**

**PRE-REPAIR INSPECTION NOTICE**

We refer to the above matter and to your email dated 30 September 2021.

We are instructed to propose using LKK Auto Consultants Pte Ltd as the single joint expert as listed in your said email.

Kindly contact Mr Lim at 9786 4483 to arrange for the pre-repair inspection soonest possible.

**Regards**

**Cindy Tan  
On behalf of Mr Kannan**

**M/S KANNAN SG  
Advocates & solicitors  
50 Chin Swee Road  
#08-03 Thong Chai Building  
Singapore 169874**

**TEL: (+65) 6429 0253**

**FAX: (+65) 6223 1660**

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**From:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>  
**Sent:** Thursday, 30 September 2021 2:46 pm  
**To:** [cindy.tan@kannansg.com.sg](mailto:cindy.tan@kannansg.com.sg)  
**Subject:** RE: Yref: DM21HO01457/MT (SKK 7255Y) Oref: KSG/5470/2021/P/ct

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Cindy,

We refer to your email of even date.

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.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) Automobile Inspection Services Pte Ltd</b>  Tel: 6286 0155  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	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256 3561

Fax: 6748 0361  Contact Person: Elson/Elgene	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**

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

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

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)



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**From:** [cindy.tan@kannansg.com.sg](mailto:cindy.tan@kannansg.com.sg) [<mailto:cindy.tan@kannansg.com.sg>]

**Sent:** Thursday, September 30, 2021 13:04 PM

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

**Subject:** Yref: SKK 7255Y Oref: KSG/5470/2021/P/ct

Dear Sirs / Mdm

**WITHOUT PREJUDICE**

**RE: PROPERTY DAMAGE CLAIM**

**CLAIMANT : PUPPLY.CO**

**ACCIDENT INVOLVING VEHICLES NO. GBL 4540U & SKK 7255Y ALONG YISHUN AVENUE 8 ON 29 SEPTEMBER 2021 AT 2110 HRS**

**PRE-REPAIR INSPECTION NOTICE**

We act for M/s Pupply.Co, the owner of motor vehicle No. GBL 4540U, which was involved in the aforesaid accident.

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 at our clients' workshop. The details are as follows:-

Place: M/s Automobile Hub Enterprise \_  
1 Kaki Bukit Avenue 6  
#02-11 Autobay@Kaki Bukit  
Singapore 417883

Contact Person: Mr Lim - 9786 4483

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Kindly revert.

Regards

Cindy Tan  
On behalf of Mr Kannan

**M/S KANNAN SG**  
**Advocates & solicitors**  
**50 Chin Swee Road**  
**#08-03 Thong Chai Building**  
**Singapore 169874**

**TEL: (+65) 6429 0253**

**FAX: (+65) 6223 1660**

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