

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 13 October 2021 5:31 pm
To: 'Melody Teoh'; SUR
Subject: RE: PRE REPAIR SURVEY ASSIGNMENT - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/MT
Attachments: SGF837M IA.pdf

Dear Melody,

Enclosed herewith preliminary advice of SGF 837M.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Thursday, 7 October 2021 4:12 pm
To: 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: PRE REPAIR SURVEY ASSIGNMENT - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/MT

Dear Sir / Mdm,

Thank you for your assignment.

Repiarer arrange on 08-10-21.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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.

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Sent: Thursday, 7 October, 2021 3:55 PM
To: 'assignments' <assignments@lkkauto.com>
Subject: RE: PRE REPAIR SURVEY ASSIGNMENT - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/MT

Dear LKK,

TP estimate attached as above.

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

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



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

From: Melody Teoh

Sent: Thursday, October 7, 2021 15:50 PM

To: 'assignments' <assignments@lkkauto.com>

Subject: FW: PRE REPAIR SURVEY ASSIGNMENT - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/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

Best Regards,

Melody Teoh

Executive | Claims



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

From: Melody Teoh

Sent: Thursday, October 7, 2021 15:38 PM

To: 'claims@focusauto.com.sg' <claims@focusauto.com.sg>

Cc: focus.autopteltd@yahoo.com.sg

Subject: RE: PRE REPAIR SURVEY - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/MT

WITHOUT PREJUDICE

Dear Jenny,

We acknowledge receipt of your email of even date.

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 **07.10.2021** at **Focus Auto 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**

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



EQ Insurance Company Limited

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

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

From: Focus Auto Pte Ltd [<mailto:claims@focusauto.com.sg>]

Sent: Thursday, October 7, 2021 15:29 PM

To: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Cc: focus.autopteltd@yahoo.com.sg

Subject: PRE REPAIR SURVEY - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/MT

Dear Melody

We refer to the above mentioned.

We would like to have your assistance in appointing LKK Auto Consultants Pte Ltd for the said assignment.

Thank you

Best Regards

Jenny Koh

Focus Auto Pte Ltd

No. 1 Kaki Bukit Avenue 6

#02-50

AutoBay@Kaki Bukit

Singapore 417883

Tel: 6886 9097 Fax: 68444625

Office Hours : Mon ~ Sat, 0900 ~ 1800

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Sent: 10/7/21 3:10 PM

To: "claims@focusauto.com.sg" <claims@focusauto.com.sg>

Cc: "focus.autopteltd@yahoo.com.sg" <focus.autopteltd@yahoo.com.sg>

Subject: RE: PRE REPAIR SURVEY - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021 // EQ REF: DM21HO01477/MT

WITHOUT PREJUDICE

Dear Jenny,

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.

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 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 by phone or email.

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.

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



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

From: Focus Auto Pte Ltd [<mailto:claims@focusauto.com.sg>]

Sent: Thursday, October 7, 2021 13:02 PM

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

Cc: focus.autopteltd@yahoo.com.sg

Subject: PRE REPAIR SURVEY - SGF 837 M & YM 8282 K ACCIDENT ON 4 OCTOBER 2021

Dear Sir / Madam

We refer to the above mentioned.

Kindly assist to send the surveyor list for selection to our workshop for surveying the vehicle.

We are instructed by our client to notify you of a road traffic accident which happened on 4 October 2021 along Lorong 21 at about 2010hrs.

Drivers involving our client SGF 837 M & YM 8282 K driven by your insurer or your insured's authorized driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Hence, before our client / we proceed to repair the damaged vehicle, please let us know within 2 working days upon receiving this notice whether you or your insured would like to conduct a pre-repair survey of the said vehicle without any further reference to you.

Note : Vehicle is currently in our workshop.

Information on the vehicle can be inspected at : -

Name of Workshop : 1 Kaki Bukit Avenue 6
#02-50
Autobay @ Kaki Bukit
Singapore 417883

Telephone no. : 6886 9097

Thank you

Best Regards
Jenny Koh

Focus Auto Pte Ltd

No. 1 Kaki Bukit Avenue 6
#02-50

AutoBay@Kaki Bukit

Singapore 417883

Tel: 6886 9097 Fax: 68444625

Office Hours : Mon ~ Sat, 0900 ~ 1800