

**Re: Request for 3rd party claims survey GBF9592T Claims against SJZ630B | EQI REF: DM21HO01508/JT**

Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Wed 13/10/2021 9:41 AM

To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Dear Sir/Madam,

Please be informed that we have inspected the vehicle GBF 9592T on 12/10/21.

We are pending estimate from repairer.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@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:** Tuesday, 12 October 2021 2:33 pm

**To:** 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: Request for 3rd party claims survey GBF9592T Claims against SJZ630B | EQI REF: DM21HO01508/JT

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.

---

**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>

**Sent:** Tuesday, 12 October, 2021 2:29 PM

**To:** 'Susan Low' <liusbro@ymail.com>; 'assignments' <assignments@lkkauto.com>

**Subject:** RE: Request for 3rd party claims survey GBF9592T Claims against SJZ630B | EQI REF: DM21HO01508/JT

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

Dear Susan,

Thank you for your email. Arrangement will be made accordingly.

Dear LKK,

**Please assist on PRS assignment on WP basis.**

Our insured has not reported the accident. We have written to them and will revert once we receive their GIA report.

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 or an arranged video call meeting.

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.

Regards,

Jaime Tay  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower

Block MND

Complex Singapore 069110

did 65 6496 9882 | tel 65 6223

9433 ext 882 | fax 65 6223

4190

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



A Member of Citystate

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.*

---

**From:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>

**Sent:** Tuesday, 12 October 2021 2:09 PM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Subject:** Re: Request for 3rd party claims survey GBF9592T Claims against SJZ630B | EQI REF: DM21HO01508/JT

We did like to chose as follow

**6) LKK Auto Consultants Pte Ltd**

Kindly arrange  
Thank.  
Best Regards,

Susan Low  
M/s Liu's Brother Auto Engineering Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 67411730

On Tuesday, 12 October 2021, 02:00:11 pm SGT, Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)> wrote:

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

Dear Susan,

Please see enclosed email dated 11/10/2021 for our reply.

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 or an arranged video call meeting.

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.

Regards,

Jaime Tay  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower  
Block MND  
Complex Singapore 069110  
did 65 6496 9882 | tel 65 6223  
9433 ext 882 | fax 65 6223  
4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



A Member of Citystate

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.*

---

**From:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>  
**Sent:** Tuesday, 12 October 2021 1:50 PM  
**To:** Marketing <[Marketing@eqinsurance.com.sg](mailto:Marketing@eqinsurance.com.sg)>; EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>  
**Subject:** Fw: Request for 3rd party claims survey GBF9592T Claims against SJZ630B

We refer to our email requested dated 11/10/2021.

Kindly arrange  
Thank.  
Best Regards,

Susan Low  
M/s Liu's Brother Auto Engineering Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 67411730

----- Forwarded message -----

**From:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>  
**To:** EQ Insurance - Motor Claims Dept <[marketing@eqinsurance.com.sg](mailto:marketing@eqinsurance.com.sg)>; EQ Insurance - Motor Claims Survey Dept <[eqpri@eqinsurance.com.sg](mailto:eqpri@eqinsurance.com.sg)>  
**Sent:** Monday, 11 October 2021, 04:25:13 pm SGT  
**Subject:** Request for 3rd party claims survey GBF9592T Claims against SJZ630B

Accident on 05/10/2021 Along Punggol Drive

Involving GBF9592T and SJZ630B

We refer to the above accident and 3rd party claims.

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop at No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883 as soon as possible.

Kindly arrange.

Thank you.

Best Regard!

Susan Low  
M/s Liu's Brother Auto Engineering Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883

Tel: 6741 1730  
Fax: 6744 5746

Date of Survey:- \_\_\_\_\_

Name of Authorise Surveyor:- \_\_\_\_\_

Surveyor Email: \_\_\_\_\_

Remark :- \_\_\_\_\_

### **Without Prejudice**

### **Save As To Costs**

Dear Susan,

**Kindly note our correct motor claims email address [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg) in order for us to attend to your PRS requests expeditiously.**

Please **do not** include [marketing@eqiprs.com.sg](mailto:marketing@eqiprs.com.sg) when you send in your survey requests.

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) <b>AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	2) <b>Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) <b>LBS Automotive Appraisal Pte Ltd</b> L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) <b>Priority Services</b> Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) <b>RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) <b>LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
7) <b>JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328	8) <b>Appraisals Associates Pte Ltd</b> Tel : 67472822 Fax: 67470070
9) <b>Infiniti Appraisal Service</b> Tel : 96684818/90099001 Fax: 64587432	10) <b>Formteam Adjusters Pte Ltd</b> Tel: 65091788 Fax: 65096221

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**

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 or an arranged video call meeting.

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.

Regards,

Jaime Tay  
[Executive | Claims](#)

**EQ Insurance Company Limited**

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

did 65 6496 9882 | tel 65 6223

9433 ext 882 | fax 65 6223

4190

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



A Member of Citystate



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.*

**From:** Customer Service

**Sent:** Monday, 11 October 2021 4:27 PM

**To:** EQI PRS

**Cc:** 'liusbro@ymail.com'

**Subject:** FW: Request for 3rd party claims survey GBF9592T Claims against SJZ630B

Dear Motor Claims Team,

Kindly assist .

**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 or an arranged video call meeting.

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.

Regards,

**Rose Koh**  
Customer Service



**eqinsurance**  
*You've Got a Friend*

**EQ Insurance Company Limited**

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

tel 65 6223 9433 | fax 65 6224 3903

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



A Member of Citystate



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.*

**From:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>

**Sent:** Monday, 11 October 2021 4:25 PM

**To:** Marketing <[Marketing@eqinsurance.com.sg](mailto:Marketing@eqinsurance.com.sg)>; EQ Insurance - Motor Claims Survey Dept <[eqpri@eqinsurance.com.sg](mailto:eqpri@eqinsurance.com.sg)>

**Subject:** Request for 3rd party claims survey GBF9592T Claims against SJZ630B

Accident on 05/10/2021 Along Punggol Drive

Involving GBF9592T and SJZ630B

We refer to the above accident and 3rd party claims.

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop at No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit

Singapore 417883 as soon as possible.  
Kindly arrange.

Thank you.  
Best Regard!  
Susan Low  
M/s Liu's Brother Auto Engineering Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 6741 1730  
Fax: 6744 5746  
Date of Survey:- \_\_\_\_\_

Name of Authorise Surveyor:- \_\_\_\_\_

Surveyor Email: \_\_\_\_\_

Remark :- \_\_\_\_\_