

Re: PRS ASSIGNMENT - PC1734D Claims against GBF7053X on 28 Jan 2021 // EQ REF: DM21HO00182/MT

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

Tue 26/10/2021 5:16 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Dear Melody,

We had surveyed vehicle PC 1734D on 25/10/2021 and are pending for 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)

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>

**Sent:** Monday, 25 October 2021 11:08 am

**To:** 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: PRS ASSIGNMENT - PC1734D Claims against GBF7053X on 28 Jan 2021 // EQ REF: DM21HO00182/MT

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

**Sent:** Monday, 25 October, 2021 10:53 AM

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

**Subject:** FW: PRS ASSIGNMENT - PC1734D Claims against GBF7053X on 28 Jan 2021 // EQ REF: DM21HO00182/MT

Dear LKK,

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

Kindly note that the accident was backdated in Jan 2021 but TP only submitted their claim to us now. Please take note of possible remoteness of damages on TP vehicle and also comment on the consistency for the damages.

Thank you.

#### **Announcement**

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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

**eqinsurance**  
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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:** Monday, October 25, 2021 10:18 AM**To:** 'Liu's Brother' <[liusbro@ymail.com](mailto:liusbro@ymail.com)>**Subject:** RE: Request for 3rd party claims survey PC1734D Claims against GBF7053X // EQ REF: DM21HO00182/MT**WITHOUT PREJUDICE**

Dear Susan,

We acknowledge receipt of your email dated 23.10.2021.

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 **25.10.2021** at **Liu's Brother Auto Engineering Workshop**. 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**

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Best Regards,

**Melody Teoh**

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**From:** Liu's Brother [<mailto:liusbro@ymail.com>]**Sent:** Saturday, October 23, 2021 6:15 AM**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>**Subject:** Re: Request for 3rd party claims survey PC1734D Claims against GBF7053X // EQ REF: DM21HO00182/MT

We did like to chose as follow:

**6) LKK Auto Consultants Pte Ltd**

Kindly arrange

Thank

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 ☎: 6741 1730 📠: 6744 5746

On 22 Oct 2021, at 16:55, Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)> wrote:

**WITHOUT PREJUDICE**

Dear Susan,

We refer to your email of even date. You / your client has breached NIMA Protocol.

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 Fax: 6748 0361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256 3561 Fax: 6741 4108
<b>7) Formteam Adjusters Pte Ltd</b> Tel: 6509 1788 Fax: 6509 6221	<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	

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.

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Best Regards,

Melody Teoh

Executive | Claims



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

Sent: Friday, October 22, 2021 16:01 PM

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

Subject: Request for 3rd party claims survey PC1734D Claims against GBF7053K

Accident on 28/01/2021 Along 145 Silat Avenue

Involving PC1734D and GBF7053K

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