

Re: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok (DM21HO01653-JT)

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

Tue 9/11/2021 2:50 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; SUR <sur@lkkauto.com>

Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>

Dear Sir/Madam,

We had surveyed vehicle SML 3493Z on 08/11/2021 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 | 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: Monday, 8 November 2021 3:31 pm

To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; SUR <sur@lkkauto.com>

Cc: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>

Subject: RE: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok (DM21HO01653-JT)

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 09-11-21.

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: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Monday, 8 November, 2021 3:27 PM

To: 'Advance Auto Garage' <advanceag@hotmail.com>

Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>; assignments@lkkauto.com

Subject: RE: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok (DM21HO01653-JT)

Without Prejudice

Save As To Cost

Dear Xavier

Thank you for your confirmation.

We will arrange accordingly.

Dear LKK

Please assist on this PRS.

Our insured has not reported this accident.

Kindly note that the claim handler for this case is Ms Jaime Tay.

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,

Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited
 5 Maxwell Road #17-
 00 Tower Block MND
 Complex Singapore
 069110
 did 65 6500 6772 | tel 65
 6223 9433 ext 772 |
 fax 65 6223 4190
www.eqinsurance.com.sg



 A Member of Citystate

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From: Advance Auto Garage <advanceag@hotmail.com>
Sent: Monday, 8 November 2021 3:24 PM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: RE: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok (DM21HO01653-JT)

Dear Joel

We would like to appoint LKK Auto Consultants Pte Ltd. Thanks.

Best Regards,

Xavier Lim
 (+65) 9007 9247
 Advance Auto Garage
 23 Kaki Bukit Avenue 4, #04-01
 Vicom Kaki Bukit Inspection Center
 Singapore 415933

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Monday, 8 November 2021 2:42 pm
To: 'Advance Auto Garage' <advanceag@hotmail.com>
Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: RE: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok (DM21HO01653-JT)

Without Prejudice
Save As To Costs

Dear Xavier

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) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070	8) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432
9) 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 you return your client's vehicle to him/her.

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,
Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited

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

did 65 6500 6772 | tel 65

6223 9433 ext 772 |

fax 65 6223 4190

www.eqinsurance.com.sg



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From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Monday, 8 November 2021 1:20 PM

To: Joel Goh <joel.goh@eqinsurance.com.sg>

Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Melody Teoh <melody.teoh@eqinsurance.com.sg>

Subject: Re: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok

Dear Joel,

As per our tele conversation, time of accident was 11.20am on date stated in subject.

Sent from my iPhone

On 8 Nov 2021, at 1:12 PM, Joel Goh <joel.goh@eqinsurance.com.sg> wrote:

Without Prejudice
Save As To Cost

Dear Xavier

Our insured has not reported this accident.

Appreciate if you could forward a copy of your client's GIA report in order for us to register the claim and arrange for PRS.

Announcement

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Best Regards,
Joel Goh

Senior Executive | Claims

<[image001.png](#)>

EQ Insurance Company Limited

5 Maxwell Road #17- <[image002.png](#)>

00 Tower Block MND

Complex Singapore

069110

did 65 6500 6772 | tel 65

6223 9433 ext 772 |

fax 65 6223 4190

www.eqinsurance.com.sg

<image003.png>

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: Advance Auto Garage <advanceag@hotmail.com>

Sent: Monday, 8 November 2021 11:39 AM

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

Subject: Accident on 6/11/2021 between SML3493Z & GBB4077T at/along Driveway of Simpang Bedok

Our Ref: AAG. 20211106

Your Ref: GBB4077T

PRE-REPAIR INSPECTION NOTICE

Dear Sirs,

We act for TAN KENG HONG RICHARD, owner of SML3493Z that was damaged as a result of the above accident.

Please take note that our client's motorcar is presently located at his repairer's workshop,

Advance Auto Garage

23 Kaki Bukit Ave 4, #04-01

Vicom Kaki Bukit

Singapore 415933

TEL: 9007 9247

Email: advanceag@hotmail.com

ATTN: Xavier Lim

In the circumstances, kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

As provided by NIMA Protocol, take note that our client shall proceed to appoint his own surveyor and repair his vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

10 Kaki Bukit Road 2 #03-01

First East Centre S(417868)