

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 19 November 2021 5:21 pm  
**To:** 'Jaime Tay'; SUR  
**Cc:** 'Joel Goh'  
**Subject:** RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG  
**Attachments:** SMR1566D IA.pdf

Dear Jaime,

Enclosed herewith preliminary advice of SMR 1566D.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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) <admin-d@lkkauto.com>  
**Sent:** Tuesday, 16 November 2021 11:07 am  
**To:** 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** 'Joel Goh' <joel.goh@eqinsurance.com.sg>  
**Subject:** RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Tuesday, 16 November, 2021 10:35 AM  
**To:** 'Jess Francis Carlos' <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>; Jobi Thomas <[jobi.thomas@eurokars.com.sg](mailto:jobi.thomas@eurokars.com.sg)>; Eric Paul Glorioso <[eric.glorioso@eurokars.com.sg](mailto:eric.glorioso@eurokars.com.sg)>; Stephanie Loke <[stephanie.loke@eurokars.com.sg](mailto:stephanie.loke@eurokars.com.sg)>; Randell Goon <[randell.goon@eurokars.com.sg](mailto:randell.goon@eurokars.com.sg)>; Derek Oh <[derek.oh@eurokars.com.sg](mailto:derek.oh@eurokars.com.sg)>; Jason Wong

<[jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)>; Yvonne Chew <[yvonne.chew@eurokars.com.sg](mailto:yvonne.chew@eurokars.com.sg)>; Tan Wei Cin <[weicin.tan@eurokars.com.sg](mailto:weicin.tan@eurokars.com.sg)>; Eva Kok Wai Kee <[eva.kok.wk@eurokars.com.sg](mailto:eva.kok.wk@eurokars.com.sg)>; Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Subject:** RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG

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

Dear Sirs,

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

Dear Sirs,

**Please assist on PRS assignment.**

Kindly note OIC for this case is our Joel Goh.

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)



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**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Sent:** Tuesday, 16 November 2021 10:24 AM

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

**Cc:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>; Jobi Thomas <[jobi.thomas@eurokars.com.sg](mailto:jobi.thomas@eurokars.com.sg)>; Eric Paul Glorioso <[eric.glorioso@eurokars.com.sg](mailto:eric.glorioso@eurokars.com.sg)>; Stephanie Loke <[stephanie.loke@eurokars.com.sg](mailto:stephanie.loke@eurokars.com.sg)>; Randell Goon <[randell.goon@eurokars.com.sg](mailto:randell.goon@eurokars.com.sg)>; Derek Oh <[derek.oh@eurokars.com.sg](mailto:derek.oh@eurokars.com.sg)>; Jason Wong <[jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)>; Yvonne Chew <[yvonne.chew@eurokars.com.sg](mailto:yvonne.chew@eurokars.com.sg)>; Tan Wei Cin

<[weicin.tan@eurokars.com.sg](mailto:weicin.tan@eurokars.com.sg)>; Eva Kok Wai Kee <[eva.kok.wk@eurokars.com.sg](mailto:eva.kok.wk@eurokars.com.sg)>

**Subject:** RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG

Hi,

We will choose LKK for this case.

Kindly assist to assign to the above mention.

Thank you.

Jess Francis Carlos  
Insurance Claims Executive  
Trans Eurokars Pte Ltd  
27A Tanjong Penjuru  
Singapore 609042  
Tel no.: 8128 9802

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

**Sent:** 16 November 2021 10:07 AM

**To:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Cc:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>; Jobi Thomas <[jobi.thomas@eurokars.com.sg](mailto:jobi.thomas@eurokars.com.sg)>; Eric Paul Glorioso <[eric.glorioso@eurokars.com.sg](mailto:eric.glorioso@eurokars.com.sg)>; Stephanie Loke <[stephanie.loke@eurokars.com.sg](mailto:stephanie.loke@eurokars.com.sg)>; Randell Goon <[randell.goon@eurokars.com.sg](mailto:randell.goon@eurokars.com.sg)>; Derek Oh <[derek.oh@eurokars.com.sg](mailto:derek.oh@eurokars.com.sg)>; Jason Wong <[jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)>; Yvonne Chew <[yvonne.chew@eurokars.com.sg](mailto:yvonne.chew@eurokars.com.sg)>; Tan Wei Cin <[weicin.tan@eurokars.com.sg](mailto:weicin.tan@eurokars.com.sg)>; Eva Kok Wai Kee <[eva.kok.wk@eurokars.com.sg](mailto:eva.kok.wk@eurokars.com.sg)>

**Subject:** RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG

**Without Prejudice**

**Save As To Costs**

Dear Sir,

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	2) <b>Automobile Inspection Services Pte Ltd</b>  Tel: 6286 0155
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Fax: 6849 9155	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>Appraisals Associates Pte Ltd</b>  Tel : 67472822  Fax: 67470070	8) <b>Infiniti Appraisal Service</b>  Tel : 96684818/90099001  Fax: 64587432
9) <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**

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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)



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---

**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>  
**Sent:** Tuesday, 16 November 2021 8:58 AM  
**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>  
**Cc:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>; Jobi Thomas <[jobi.thomas@eurokars.com.sg](mailto:jobi.thomas@eurokars.com.sg)>; Eric Paul Glorioso <[eric.glorioso@eurokars.com.sg](mailto:eric.glorioso@eurokars.com.sg)>; Stephanie Loke <[stephanie.loke@eurokars.com.sg](mailto:stephanie.loke@eurokars.com.sg)>; Randell Goon <[randell.goon@eurokars.com.sg](mailto:randell.goon@eurokars.com.sg)>; Derek Oh <[derek.oh@eurokars.com.sg](mailto:derek.oh@eurokars.com.sg)>; Jason Wong <[jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)>; Yvonne Chew <[yvonne.chew@eurokars.com.sg](mailto:yvonne.chew@eurokars.com.sg)>; Tan Wei Cin <[weicin.tan@eurokars.com.sg](mailto:weicin.tan@eurokars.com.sg)>; Eva Kok Wai Kee <[eva.kok.wk@eurokars.com.sg](mailto:eva.kok.wk@eurokars.com.sg)>  
**Subject:** EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY /

To whom it may concern,

Kindly arrange the TP Claim Survey to our client's vehicle.

Survey type : (New Survey / Resurvey)	Physical Survey
Vehicle to be surveyed :	SMR1566D
EQ Insured Vehicle :	SLM116P
Date of Accident :	Thursday, 11 November 2021
Date of Survey :	Thursday, 18 November 2021
Name of Workshop :	Trans Eurokars Pte Ltd
Address of Survey Location :	27A Tanjong Penjuru
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved : (please indicate Yes / No)	NO

Thank you.

Jess Francis Carlos  
Insurance Claims Executive  
Trans Eurokars Pte Ltd  
27A Tanjong Penjuru  
Singapore 609042  
Tel no.: 8128 9802

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