

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 14 December 2021 1:46 PM
To: Joel Goh; SUR
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)
Attachments: FBQ4897P IA.pdf

Dear Joel,

Enclosed herewith preliminary advice of FBQ 4897P.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Monday, 13 December 2021 1:04 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Dear Shiau Chan

Noted with thanks.

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 -read

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,
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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 13 December 2021 12:08 PM

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

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Dear Joel,

According to the repairer, the motorbike recently completed the repair works and release to the owner last week.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, 9 December 2021 2:48 PM

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

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Dear Joel,

Thank you for the email.

We will check the matter with our surveyor.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Thursday, 9 December 2021 2:38 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Dear Shiau Chan

Please advise the status of this case.

We received incoming PRS request from another law firm.

Announcement

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 29 November 2021 5:51 PM

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

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Dear Joel,

Please be informed that we have inspected the vehicle FBQ 4897P on 29/11/2021 and pending for estimate from repairer.

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: Monday, 29 November 2021 4:07 pm

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

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

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 | 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, 29 November, 2021 4:01 PM

To: 'Ong Shiyong' <shiyong.ong@fastechauto.com.sg>

Cc: Jason <jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Without Prejudice
Save As To Cost

Dear Shiying

Thank you for your confirmation.
We will arrange accordingly.

Dear LKK

Please assist on this PRS.

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 -read

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Best Regards,
Joel Goh

Senior Executive | Claims



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From: Ong Shiying <shying.ong@fastechauto.com.sg>

Sent: Monday, 29 November 2021 1:30 PM

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

Cc: Jason <jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Without Prejudice

Dear Joel,

Please arrange (**LKK Auto Consultants Pte Ltd**) to conduct the pre- repair survey.

Thank You.

Best Regards,
Shiying
Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-46/48/50
Autobay Singapore 417883
Tel: 6746 5405
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Monday, 29 November 2021 1:25 pm
To: Ong Shiyong <shiyong.ong@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>
Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021 (EQ: GBE3672R // DM21HO01588-JG)

Without Prejudice
Save As To Costs

Dear Shiyong

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.

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Best Regards,
Joel Goh

Senior Executive | Claims



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From: Ong Shiyong <shiyong.ong@fastechauto.com.sg>

Sent: Monday, 29 November 2021 9:37 AM

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

Cc: Jason <Jason@fastechauto.com.sg>; Ashley Chia <ashley.chia@fastechauto.com.sg>

Subject: REQUEST FOR PRE-REPAIR INSPECTION FOR FBQ 4897P DOA: 26.10.2021

Without Prejudice

Dear Sir / Madam,

Your insured' s vehicle: GBE 3672R.

Date of accident: 26/10/2021

Please arrange Pre-repair Inspection for my client' s vehicle no: FBQ 4897P.

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS

AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you

Best Regards,
Shiyong
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-46/48/50
Autobay Singapore 417883
Tel: 6746 5405

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.