

Re: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021 // EQ REF: DM21HO01787/MT

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

Fri 14/1/2022 9:35 AM

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

📎 1 attachments (145 KB)

EQ PRELI ADVISE SNB5052R.pdf;

Dear Sir/Madam,

Enclosed Preliminary advise of SNB 5052R

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

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

Sent: Wednesday, 1 December 2021 12:12 pm

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

Subject: RE: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021 // EQ REF: DM21HO01787/MT

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

Sent: Wednesday, 1 December, 2021 11:48 AM

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

Subject: FW: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021 // EQ REF: DM21HO01787/MT

Dear LKK,

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

Claim file not created in Merimen. Please obtain repair estimate from repairer directly.

Thank you.

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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



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



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: Melody Teoh
Sent: Wednesday, December 1, 2021 11:44 AM
To: 'Nitha' <nitha@nova.com.sg>
Cc: jacelyn@nova.com.sg
Subject: RE: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021 // EQ REF: DM21HO01787/MT

WITHOUT PREJUDICE

Dear Nitha,

We acknowledge receipt of your email dated 01.12.2021.

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 **01.12.2021** at **Mova Automotive**. Please let us have client's repair estimate for our appointed surveyor to conclude his report.

****ALL LOD PLEASE EMAIL TO EQIPRS@eqinsurance.com.sg**

Thank you.

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Announcement

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Best Regards,

Melody Teoh

Executive | Claims



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From: Nitha <nitha@nova.com.sg>
Sent: Wednesday, December 1, 2021 11:04 AM
To: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Cc: jacelyn@nova.com.sg
Subject: RE: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021 // EQ REF: DM21HO01787/MT

Dear All,

Kindly assign LKK.

Thank you,

Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Melody Teoh [<mailto:melody.teoh@eqinsurance.com.sg>]

Sent: Tuesday, 30 November 2021 1:52 PM

To: 'Nitha'

Cc: jacelyn@mova.com.sg

Subject: RE: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021 // EQ REF: DM21HO01787/MT

WITHOUT PREJUDICE

Dear Nitha,

We refer to your email dated 29 Nov 2021.

We welcome direct settlement.

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) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221	8) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
9) Infiniti Appraisal Service 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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Announcement

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Best Regards,

Melody Teoh

Executive | Claims



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From: Nitha <nitha@nova.com.sg>
Sent: Monday, November 29, 2021 8:05 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: jacelyn@nova.com.sg
Subject: TP CLAIMS - SNB5052R AGAINST SKW2934R DOA 29/11/2021

Dear All,

Kindly advise on the liability.
currently we are checking on the part price once we have it will submit est thru merimen.

thank you,
Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314

