

Veron Chen (LKKAUTO)

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Sent: Monday, 10 January 2022 8:53 AM
To: Veron Chen (LKKAUTO)
Cc: SUR
Subject: RE: TP VEH: XE530B (Pre-Inspection) against EQ Vehicle : GBJ9401R | DOA : 30/04/2021 | EQI REF: DM21HO00696/MT

Dear Veron,

Please also inform Adrian to conduct a physical re-inspection of TP vehicle.

Thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg”

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 -ready.

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 via Zoom.

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



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Friday, January 7, 2022 5:41 PM

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

Cc: SUR <sur@lkkauto.com>

Subject: TP VEH: XE530B (Pre-Inspection) against EQ Vehicle : GBJ9401R | DOA : 30/04/2021 | EQI REF: DM21HO00696/MT

Dear Melody,
Attach TP repair estimate.
Best Regards,

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

Sent: Thursday, 6 January 2022 5:51 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: FW: TP VEH: XE530B (Pre-Inspection) against EQ Vehicle : GBJ9401R | DOA : 30/04/2021 | EQI REF: DM21HO00696/MT

Dear Veron,

Kindly forward us a copy of TP repair estimate at your soonest.

Aside to Adrian,

Just a re-cap on our tele-conversation earlier:

- 1) Please assist to conduct a paper survey based on the damage photos of TP vehicle which are provided by TP workshop.
- 2) I have called Irene from TP workshop. She said she will try to check if there are any damaged items still lying in the workshop on this. If there are, please get photographs of the damaged items.
- 3) Understand that you mentioned the repair cost most probably will exceed \$10K. Please prepare Audatex report.
- 4) Last but not least, please **do not** confirm or finalise COR with TP workshop.

Thank you.

Announcement

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Best Regards,

Melody Teoh

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From: HD Perfect Autowork <hdperfectautowork@gmail.com>

Sent: Wednesday, December 29, 2021 5:12 PM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Subject: Re: XE530B (Pre-Inspection) / Your Vehicle : GBJ9401R | DOA : 30/04/2021 | EQI REF: DM21HO00696/JT

Dear Jaime,

We refer to the above matter.

Due to the misunderstanding between the owner of vehicle (XE530B) and we, the repairer, this vehicle has been repaired without informing your surveyor to come and conduct the pre-inspection for vehicle XE530B.

We attached the vehicle XE530B's full set of GIA Report which includes the coloured damage photos for your kind attention.

As we've appointed LKK Auto Consultants Pte Ltd to come and conduct the survey, we would like to clarify if the representative from LKK Auto Consultants can calculate and undergo estimation of cost of repair based on the attached photos in the GIA Report?

We are looking forward to hearing from you soon.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Thu, Dec 16, 2021 at 3:18 PM Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Irene,

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

Dear Sirs,

Please assist on PRS assignment.

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



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: HD Perfect Autowork <hdperfectautowork@gmail.com>

Sent: Thursday, 16 December 2021 2:56 PM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Subject: Re: XE530B (Pre-Inspection) / Your Vehicle : GBJ9401R | DOA : 30/04/2021 | EQI REF: DM21HO00696/JT

Dear Jaime,

We refer to your email dated 16/12/2021.

Kindly arrange **LKK Auto Consultants Pte Ltd.**

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Thu, Dec 16, 2021 at 1:33 PM Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

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) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace
3) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070	8) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432

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.

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Regards,

Jaime Tay

Executive | Claims



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A Member of Citystate

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: HD Perfect Autowork <hdperfectautowork@gmail.com>

Sent: Thursday, 16 December 2021 11:05 AM

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

Subject: XE530B (Pre-Inspection) / Your Vehicle : GBJ9401R | DOA : 30/04/2021

Dear Sir / Madam,

We are instructed by **Poh Tiong Choon Logistics Limited** to notify you of a road traffic accident on **30/04/2021** at about **09:48 hours** at/along **Near 11 Ayer Merbau Road** involving our client's/customer's vehicle registration number **XE530B** and vehicle registration number **GBJ9401R** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

Shanelle Lim

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875