

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Friday, 14 January 2022 10:00 AM
To: Admin-D (LKKAuto); 'Melody Teoh'; assignments; SUR
Subject: Re: PRS ASSIGNMENT - Your Vehicle YP269L; Our Vehicle: GBK3782A Accident involving GBK3782A & YP269L On 20 Dec2021 // EQ REF: DM21HO01913/MT
Attachments: EQ PRELI ADVISE GBK 3782A.pdf

Dear Sir/Madam,

Enclosed preliminary advise of GBK3782A

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Monday, 27 December 2021 4:20 pm
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Re: PRS ASSIGNMENT - Your Vehicle YP269L; Our Vehicle: GBK3782A Accident involving GBK3782A & YP269L On 20 Dec2021 // EQ REF: DM21HO01913/MT

Dear Sir/Madam,

Please be informed that we had surveyed vehicle GBK 3782A on 21/12/2021 and are pending for estimate from repairer.

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: Tuesday, 21 December 2021 11:56 am
To: 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: PRS ASSIGNMENT - Your Vehicle YP269L; Our Vehicle: GBK3782A Accident involving GBK3782A & YP269L
On 20 Dec2021 // EQ REF: DM21HO01913/MT

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

Sent: Tuesday, 21 December, 2021 11:46 AM

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

Subject: FW: PRS ASSIGNMENT - Your Vehicle YP269L; Our Vehicle: GBK3782A Accident involving GBK3782A & YP269L
On 20 Dec2021 // EQ REF: DM21HO01913/MT

Dear LKK,

Please assist us to conduct PRS.

Survey details & TP GIA report attached above. Our insured has yet to report.

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 -reachabl

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

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.

From: Melody Teoh

Sent: Tuesday, December 21, 2021 11:45 AM

To: 'Ryder Auto workshop' <ryderautoworkshop@gmail.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle YP269L; Our Vehicle: GBK3782A
Accident involving GBK3782A & YP269L On 20 Dec2021 // EQ REF: DM21HO01913/MT

WITHOUT PREJUDICE

Dear June,

We acknowledge receipt of your email dated 21.12.2021.

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 **21.12.2021** at **Ryde**

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

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 -reachabl

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

Best Regards,

Melody Teoh

[Executive | Claims](#)



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Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Tuesday, December 21, 2021 11:40 AM

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

Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle YP269L; Our Vehicle: GBK3782A Accident involving GBK3782A & YP269L On 20 Dec2021 // EQ REF: DM21HO01913/MT

Dear Melody,

Kindly view attached our client GIA report as requested.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Tue, Dec 21, 2021 at 11:36 AM Ryder Auto workshop <ryderautoworkshop@gmail.com> wrote:

Dear Melody,

Kindly assign LKK Auto Consultants Pte Ltd.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921
 Tel : 67418277 Fax: 67468277



On Tue, Dec 21, 2021 at 11:34 AM Melody Teoh <melody.teoh@eqinsurance.com.sg> wrote:

WITHOUT PREJUDICE

Dear June,

We refer to your email of even date.

Our insured has yet to report the said accident. Kindly forward your client’s SAS report to us.

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

| | |
|---|---|
| 1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155 | 2) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432 |
| 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 |

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. 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.

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 -reach

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be co

Best Regards,

Melody Teoh



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: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Tuesday, December 21, 2021 11:03 AM

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

Subject: Urgent: PRE-REPAIR INSPECTION: Your Vehicle YP269L; Our Vehicle: GBK3782A Accident involving GBK3782A & YP269L On 20 Dec2021

Dear Sir/Mdm,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use your in-house surveyor. Kindly arrange your in-house surveyor.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277

