

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

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

Mon 27/12/2021 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>

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.

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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.

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



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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 **Ryder Auto Pte Ltd**. Please let us have your 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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Best Regards,

Melody Teoh

Executive | Claims



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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 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) 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 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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Best Regards,

Melody Teoh

Executive | Claims



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5 Maxwell Road #17-00

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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: EQI PRS <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