

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Tuesday, 11 January 2022 10:42 AM
To: SUR; Jaime Tay
Subject: RE: Submission - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021 | EQI REF: DM22HO00028/JT
Attachments: SLD 8081A PRELI ADVISED.pdf

Dear Jaime,

Enclosed preliminary revised of vehicle SLD 8081A
Date of survey: 6/1/2022
Number of days (estimated) : 2 days

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: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 7 January 2022 5:36 PM
To: Eve Tan <Eve.tan@ow.sg>; 'assignments' <assignments@lkkauto.com>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>
Subject: RE: Document Submission - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021 | EQI REF: DM22HO00028/JT

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Eve,

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

Dear Sirs,

Please assist on PRS assignment on WP basis.

Our insured has not reported the accident. We will revert with their GIA report once in receipt.

Thank you.

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

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.

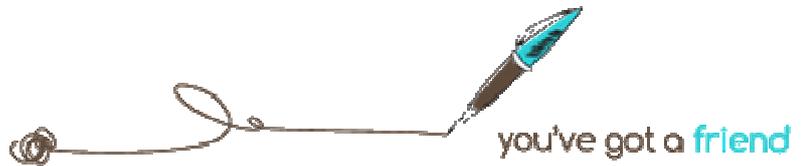
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

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



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From: Eve Tan <Eve.tan@ow.sg>
Sent: Friday, 7 January 2022 4:59 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>
Subject: Document Submission - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021 | EQI REF: DM22HO00028/JT

Dear Jamie,

Enclosed Video footage for your perusal.

We appoint **LKK Auto Consultants Pte Ltd.**

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant



Head Office: 6 Kung Cheng Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112
Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1993
Tel: (+65) 6481 1522 **Fax:** (+65) 6481 1011

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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.*

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

Sent: Friday, 7 January 2022 4:00 PM

To: Eve Tan <Eve.tan@ow.sg>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>

Subject: RE: Document Submission - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021 | EQI REF: DM22HO00028/JT

Without Prejudice

Save As To Costs

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

Dear Eve,

Our insured has not reported the accident. **Please let us have your client's video footage of the accident.**

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	8) Infiniti Appraisal Service
Tel : 67472822	Tel : 96684818/90099001
Fax: 67470070	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.

Announcement

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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.

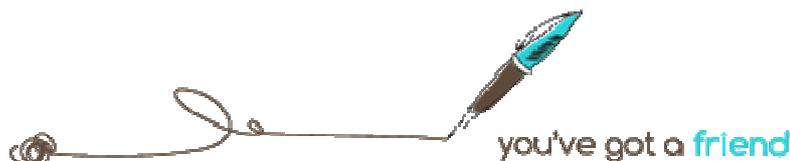
Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

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From: Eve Tan <Eve.tan@ow.sg>
Sent: Friday, 7 January 2022 10:42 AM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Chia Ka Wei <kawei.chia@eqinsurance.com.sg>
Subject: Document Submission - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021

Dear Jamie,

Enclosed GIA Report for your perusal.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMAWERKZ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 7 January 2022 10:25 AM
To: Eve Tan <Eve.tan@ow.sg>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Chia Ka Wei <kawei.chia@eqinsurance.com.sg>
Subject: PRI/assignment - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021

WITHOUT PREJUDICE

Dear Eve,

We refer to your email.

We believe that your workshop is fully aware of SJE process as you are the ARC under Liberty Insurance.

Our insured has not reported the accident.

Please let us have your client's GIA report in order for us to register the claim and proceed with survey assignment.

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

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Regards,

Jaime Tay
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From: Eve Tan <Eve.tan@ow.sg>
Sent: Friday, 7 January 2022 9:48 AM
To: Chia Ka Wei <kawei.chia@eqinsurance.com.sg>; Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>
Subject: PRI/assignment - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021

Dear Ka Wei,

Thank you for your prompt reply.
Can we know what is the process to take?

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMA WERKZ PTE. LTD.

Head Office: 0 Kung Chong Road Singapore 159143
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From: Chia Ka Wei <kawei.chia@eqinsurance.com.sg>
Sent: Friday, 7 January 2022 9:27 AM
To: Eve Tan <Eve.tan@ow.sg>; Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>
Subject: RE: PRI/assignment - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021

Without Prejudice

Dear Eve,

We do not accept such practice without going through the SJE process.

Rgds
KW

From: Eve Tan <Eve.tan@ow.sg>
Sent: Friday, 7 January 2022 9:22 AM
To: weiyin.tan@eqinsurance.com.sg; Jaime Tay <jaime.tay@eqinsurance.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>; Janice Goh <janice.goh@eqinsurance.com.sg>; Steve Lim

<steve.lim@eqinsurance.com.sg>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>

Subject: PRI/assignment - SLD8081A CLAIMING AGAINST SNB4444A (EQ) DOA: 31/12/2021

Dear All,

Kindly note that vehicle SLD8081A has been surveyed by LKK – Kenneth on 06/01/2022.

Kindly register and assign the case to LKK.

Thank you.

Best Regards,

Eve Tan (Ms.)

Motor Claims Assistant

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