

Re: PRS ASSIGNMENT: ARRANGE FOR SURVEY ON 07/02/2022 FOR SHD253X // EQ REF: DM22HO00079/MT

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

Wed 9/2/2022 12:32 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,

Enclose preliminary advice of [SHD 253X](#)

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: Monday, 7 February 2022 2:45 pm

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

Subject: RE: PRS ASSIGNMENT: ARRANGE FOR SURVEY ON 07/02/2022 FOR SHD253X // EQ REF: DM22HO00079/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: Monday, 7 February, 2022 2:31 PM

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

Subject: FW: PRS ASSIGNMENT: ARRANGE FOR SURVEY ON 07/02/2022 FOR SHD253X // EQ REF: DM22HO00079/MT

Dear LKK,

Please assign your surveyor to conduct PRS on without prejudice basis.

Survey venue & details as below.

Thank you.

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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 -reachable by phone or email.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQ! 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: Monday, February 7, 2022 2:30 PM
To: 'zhewei.kek@transcab.com.sg' <zhewei.kek@transcab.com.sg>
Cc: 'claims@transcab.com.sg' <claims@transcab.com.sg>
Subject: RE: ARRANGE FOR SURVEY ON 07/02/2022 FOR SHD253X // EQ REF: DM22HO00079/MT

WITHOUT PREJUDICE

Dear Zhewei,

We acknowledge receipt of your email of even date.

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 **07.02.2022**. Please let us have your client's repair estimate 1 our appointed surveyor to conclude his report.

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

Thank you.

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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 -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: motor claims
Sent: Friday, February 4, 2022 1:45 PM
To: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Subject: FW: ARRANGE FOR SURVEY ON 07/02/2022 FOR SHD253X

Dear Melody

FYA please. Claim # DM22HO00079
Thank you.

Best Regards,

Fiona Wong
Executive Assistant | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-
00 Tower Block MND
Complex Singapore
069110
did 65 6496 9035 | tel 65
6223 9433 ext 035 |
fax 65 6223 4190
www.eqinsurance.com.sg



 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: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Sent: Friday, February 4, 2022 1:32 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: ARRANGE FOR SURVEY ON 07/02/2022 FOR SHD253X

DEAR ALL,

Kindly assign to LKK Auto Consultants Pte Ltd

Please arrange for survey as below :

SME9380M - 14/01/2022 AT 2135Hrs - SHD253X

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate

Best Regards,
Kek Zhewei
Claims Officer

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