

Re: Is Surveyor Required - W07672022 SBS8472U DOA16022022 // EQI REF: DM22HO00270/JT

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

Thu 10/3/2022 10:47 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

 1 attachments (137 KB)

EQ PRELI ADVISE SBS 8472U.pdf;

Dear Sir/Madam,

resend preliminary advice of [SBS 8472U](#)

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:** Thursday, 10 March 2022 10:45 am**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>**Subject:** Re: Is Surveyor Required - W07672022 SBS8472U DOA16022022 // EQI REF: DM22HO00270/JT

Dear Sir/Madam,

Enclose preliminary advice of [SBS 8472U](#)

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 March 2022 10:25 am**To:** 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>**Subject:** RE: Is Surveyor Required - W07672022 SBS8472U DOA16022022 // EQI REF: DM22HO00270/JT

Dear Jamie,

Noted with thanks.

Note: With immediate effect 04/03/2022 Summer Lee (assignment Team) will no longer be in our company. Please contact the undersign for survey arrangement.

Best Regards,

Yan | 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)

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

Sent: Monday, 7 March, 2022 10:03 AM

To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: Is Surveyor Required - W07672022 SBS8472U DOA16022022 // EQI REF: DM22HO00270/JT

Dear Summer,

Insured has reported.

Please find GIA report FYNA.

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



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: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Friday, 25 February 2022 1:45 PM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: Is Surveyor Required - W07672022 SBS8472U DOA16022022

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

Sent: Friday, 25 February, 2022 1:31 PM

To: 'Yao Tianhao' <yaoth@sbstransit.com.sg>; Seow Yong Hua <seowyh@sbstransit.com.sg>; 'assignments' <assignments@lkkauto.com>

Cc: Lee Huey Juon <leehj@sbstransit.com.sg>; Jeffrey Leong Kah Weng <jeffreyleong@sbstransit.com.sg>; Muhammad Khairul Bin Idris <mkhairulbi@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@sbstransit.com.sg>

Subject: RE: Is Surveyor Required - W07672022 SBS8472U DOA16022022

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Tianhao,

Thank you for your email. We will be assigning LKK for the survey.

Dear LKK,

Please assist on PRS assignment on WP basis. Our insured has not reported the accident.

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



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: Yao Tianhao <yaoth@sbstransit.com.sg>

Sent: Friday, 25 February 2022 11:34 AM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Seow Yong Hua <seowyh@sbstransit.com.sg>

Cc: Lee Huey Jiu <leehj@sbstransit.com.sg>; Jeffrey Leong Kah Weng <jeffreyleong@sbstransit.com.sg>;

Muhammad Khairul Bin Idris <mkhairulbi@sbstransit.com.sg>; Linda Yeung Fook Mooi

<lindayeung@sbstransit.com.sg>

Subject: Re: Is Surveyor Required - W07672022 SBS8472U DOA16022022

Hi Jamie,

We have no objection to your panel of surveyor. Please appoint any surveyor from your panel to conduct the pre-repair survey.

To arrange for the inspection, please contact workshop below:

SBST Workshop:

Workshop Address: Ulu Pandan WS, 1 Business Park Drive, Singapore 608506.

Name of Contact person (s): Khairul /Jeffrey Leong / Ng Teck Kiat (Eric)

Office number: Khairul / Jeffrey Leong (65151173) / Eric 65151202

Tks,

Tianhao

Get [Outlook for iOS](#)

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

Sent: Monday, February 21, 2022 5:13 PM

To: Seow Yong Hua

Cc: Lee Huey Juana; Yao Tianhao; Jeffrey Leong Kah Weng; Muhammad Khairul Bin Idris; Linda Yeung Fook Mooi

Subject: RE: Is Surveyor Required - W07672022 SBS8472U DOA16022022

CAUTION : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

Without Prejudice

Save As To Costs

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

Dear Sir,

Our insured has not reported the accident. Please let us have your GIA report, video footage and/or scene photos in order for us to register the claim.

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.

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: Seow Yong Hua <seowyh@sbstransit.com.sg>

Sent: Monday, 21 February 2022 12:32 PM

To: Lee Huey Jui <leehj@sbstransit.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Yao Tianhao <yaoth@sbstransit.com.sg>; Jeffrey Leong Kah Weng <jeffreyleong@sbstransit.com.sg>;

Muhammad Khairul Bin Idris <mkhairulbi@sbstransit.com.sg>; Ng Teck Kiat <ngtk@sbstransit.com.sg>; Linda

Yeung Fook Mooi <lindayeung@sbstransit.com.sg>

Subject: Is Surveyor Required - W07672022 SBS8472U DOA16022022

Dear Sir/Mdm (EQ Insurance)

PLEASE REPLY ALL IN EMAIL.

Please be informed that an accident involving SBS Transit Bus No. SBS8472U and vehicle No. SLT4198P had taken place at Tiong Bahru Road after b/s 06051 on 16/02/2022 at about 2015hrs.

TAC Report Ref number : W07672022.

Kindly let us know within 2 working days from the date of this notice if you wish to carry out or waive a pre-repair inspection.

We have no objection to your panel of surveyor. Please appoint any surveyor from your panel to conduct the pre-repair survey.

If we do not hear from you within the next 2 working days, we shall proceed to repair our vehicle without further notice to you.

To arrange for the inspection, please contact workshop below:

SBST Workshop:

Workshop Address: Ulu Pandan WS, 1 Business Park Drive, Singapore 608506.

Name of Contact person (s): Khairul /Jeffrey Leong / Ng Teck Kiat (Eric)

Office number: Khairul / Jeffrey Leong (65151173) / Eric 65151202

Email of contact person: jeffreyleong@sbstransit.com.sg / mkhairulbi@sbstransit.com.sg / ngtk@sbstransit.com.sg

Thank you and regards.

Seow Yong Hua
Investigation Officer
Safety (Bus) Department
SBS Transit Ltd

"Be **SAFE**, Be **HEALTHY**"

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

SBS Transit Ltd [Registration No. 199206653M]

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

SBS Transit Ltd [Registration No. 199206653M]