

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 14 April 2022 11:27 AM  
**To:** Melody Teoh; SUR  
**Subject:** RE: PRI ASSIGNMENT: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022 // EQ REF: DM22HO00315/MT  
**Attachments:** YN3746S IA.pdf

Dear Melody,

Enclosed herewith preliminary advice of YN 3746S.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>  
**Sent:** Wednesday, 9 March 2022 5:57 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: PRI ASSIGNMENT: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022 // EQ REF: DM22HO00315/MT

Dear LKK,

Please see TP GIA report attached above.

Thank you.

### Announcement

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqins](mailto:motorclaims@eqins)”**

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 -ready to support our customers.

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 via video conference.

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](http://www.eqinsurance.com.sg)



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**From:** Meng Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, March 2, 2022 1:19 PM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: PRI ASSIGNMENT: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022 // EQ REF: DM22HO00315/MT

Dear Melody,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>

**Sent:** Wednesday, 2 March, 2022 12:13 PM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** FW: PRI ASSIGNMENT: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022 // EQ REF: DM22HO00315/MT

Dear LKK,

Please assign your surveyor to conduct PRS on without prejudice basis. Survey venue & details as below.

We do not have a copy of TP's GIA report. Kindly obtain from them.

Thank you.

**Announcement**

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqins.com.sg](mailto:motorclaims@eqins.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 -ready to support our customers. 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 via video conference.

Best Regards,

**Melody Teoh**

Executive | Claims



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**From:** Melody Teoh

**Sent:** Wednesday, March 2, 2022 12:11 PM

**To:** 'Ryder Auto workshop' <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Subject:** RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022 // EQ REF: DM22HO00315/MT

**WITHOUT PREJUDICE**

Dear Sirs,

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 **02.03.2022** at your premises.

Please let us have your client's GIA report & repair estimate for our appointed surveyor to conclude his report.

**\*\*ALL LOD PLEASE EMAIL TO [MOTORCLAIMS@eqinsurance.com.sg](mailto:MOTORCLAIMS@eqinsurance.com.sg)**

Thank you.

**Announcement**

**"With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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 -ready to resume normal operations. 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 an appointment basis.

Best Regards,

**Melody Teoh**

Executive | Claims



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**From:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Sent:** Wednesday, March 2, 2022 11:35 AM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>

**Subject:** Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022 // EQ REF: DM22HO00315/MT

Dear Melody,

Kindly assign LKK to conduct the survey.

Thank You

Best Regards

Zeph



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

Tel : 67418277 Fax: 67468277



On Wed, Mar 2, 2022 at 11:33 AM Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)> wrote:

**WITHOUT PREJUDICE**

Dear Sir,

We refer to your email of even date.

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

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. A  
our proposed motor surveyors to the said assignment.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) Infiniti Appraisal Service</b>  Tel : 9668 4818/9009 9001  Fax: 6458 7432
<b>3) LBS Automotive Appraisal Pte Ltd</b>  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace	<b>4) Priority Services</b>  Tel: 6293 4822  Fax: 6296 3283  Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b>  Tel: 6748 6076  Fax: 6748 0361  Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256 3561  Fax: 6741 4108
<b>7) Formteam Adjusters Pte Ltd</b>  Tel: 6509 1788  Fax: 6509 6221	<b>8) Appraisals Associates Pte Ltd</b>  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 for 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

**\*\*Please note that we do not have any in-house surveyors. You may wish to choose from our list of panel surveyors as above.**

Thank you.

**Announcement**

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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 -re-

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

Best Regards,

**Melody Teoh**

Executive | Claims



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**From:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Sent:** Tuesday, 1 March 2022 6:01 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>; Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Subject:** Urgent: PRE-REPAIR INSPECTION: Your Vehicle SMJ7895G; Our Vehicle YN3746S Accident involving YN3746S & SMJ7895G On 1 Mar 2022

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

Zeph



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

Tel : 67418277 Fax: 67468277

