

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 30 March 2022 2:47 PM
To: Admin-D (LKKAUTO); 'Jaime Tay'; SUR; assignments
Subject: RE: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022 // EQI REF: DM22HO00351/JT
Attachments: SFM 8878S PRELI ADVISED.pdf

Dear Jaime,

Enclosed preliminary revised of vehicle SFM 8878S
Date of survey: 30/3/2022
Number of days (estimated) : 3 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: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Tuesday, 8 March 2022 4:29 PM
To: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022 // EQI REF: DM22HO00351/JT

Dear Jaime,

Thank you for the assignment.

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

**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: Tuesday, 8 March, 2022 3:50 PM

To: 'Kerlyn Ong' <kerlyn.ong@cyclecarriage.com.sg>; 'assignments' <assignments@lkkauto.com>

Subject: RE: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022 // EQI REF: DM22HO00351/JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Kerlyn,

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

Dear Sirs,

Please assist on PRS assignment.

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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Sent: Tuesday, 8 March 2022 3:39 PM

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

Subject: RE: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022 // EQI REF: DM22HO00351/JT

Hi Jaime,

We choose LKK

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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

Sent: Tuesday, 8 March 2022 3:36 pm

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Subject: FW: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022 // EQI REF: DM22HO00351/JT

This email was sent from outside of your organisation

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Sirs,

Any updates?

Please note amendment of EQ claim reference number **DM22HO00351/JT** .

Thank you.

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

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

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: Jaime Tay

Sent: Monday, 7 March 2022 10:29 AM

To: 'kerlyn.ong@cyclecarriage.com.sg' <kerlyn.ong@cyclecarriage.com.sg>

Subject: RE: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022 // EQI REF: DM22HO00351/JT

Without Prejudice

Save As To Costs

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

Dear Kerlyn,

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

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Regards,

Jaime Tay
Executive | Claims



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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



From: motor claims

Sent: Monday, 7 March 2022 9:47 AM

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

Subject: FW: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022

Hi Jaime,

PRS for Policy: DMMPHQ21-000651

New case.

Chen How

From: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Sent: Monday, March 7, 2022 8:44 AM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Subject: Accident involving motor vehicle nos. SFM8878S & FBS5563K along JCT JLN KEMBANGAN AND SIMS AVE EAST, Accident date: 03/03/2022

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SFM8878S), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number FBS5563K) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at kerlyn.ong@cyclecarriage.com.sg.

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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