

## Meng Yan (LKK Auto)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Tuesday, 8 March, 2022 3:50 PM  
**To:** 'Kerlyn Ong'; '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:** img-307084041-0001.pdf

**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 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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,

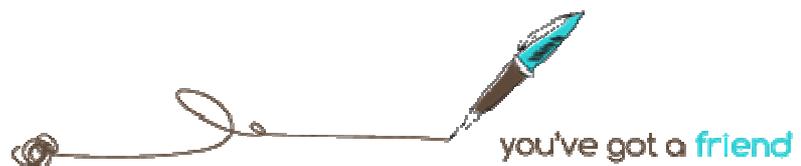
Jaime Tay  
Executive | Claims



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

 A Member of Clystate



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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](http://www.mercedes-benz.com.sg)

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**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 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)**

**Announcement**

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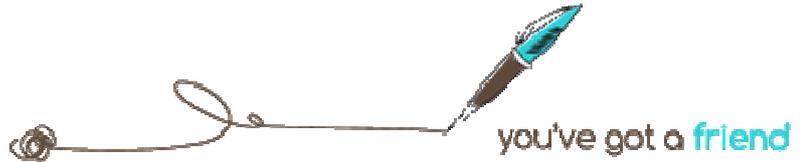
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Regards,

Jaime Tay  
Executive | Claims



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**From:** Jaime Tay  
**Sent:** Monday, 7 March 2022 10:29 AM  
**To:** 'kerlyn.ong@cyclecarriage.com.sg' <[kerlyn.ong@cyclecarriage.com.sg](mailto: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 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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) <b>AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	2) <b>LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace
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<p>3) <b>RT Appraisal Pte Ltd</b></p> <p>Tel: 67486076</p> <p>Fax: 67480361</p> <p>Contact Person: Elson/Elgene</p>	<p>4) <b>Priority Services</b></p> <p>Tel: 62934822</p> <p>Fax: 62963283</p> <p>Contact Person: Sharon</p>
<p>5) <b>Formteam Adjusters Pte Ltd</b></p> <p>Tel: 65091788</p> <p>Fax: 65096221</p>	<p>6) <b>LKK Auto Consultants Pte Ltd</b></p> <p>Tel: 6256-3561</p> <p>Fax: 6741-4108</p>
<p>7) <b>Appraisals Associates Pte Ltd</b></p> <p>Tel : 67472822</p> <p>Fax: 67470070</p>	<p>8) <b>Infiniti Appraisal Service</b></p> <p>Tel : 96684818/90099001</p> <p>Fax: 64587432</p>

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



**EQ Insurance Company Limited**

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did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190



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**From:** motor claims  
**Sent:** Monday, 7 March 2022 9:47 AM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto: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

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**From:** Kerlyn Ong <[kerlyn.ong@cyclecarriage.com.sg](mailto:kerlyn.ong@cyclecarriage.com.sg)>  
**Sent:** Monday, March 7, 2022 8:44 AM  
**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto: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](mailto: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](http://www.mercedes-benz.com.sg)

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