

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 22 March 2022 1:13 PM
To: Admin-D (LKKAUTO); 'Melody Teoh'; assignments; SUR
Subject: RE: PRS ASSIGNMENT - THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022 // EQ REF: DM22HO00368/MT
Attachments: SMC 7360U PRELI ADVISED.pdf

Dear Melody,

Enclosed preliminary revised of vehicle SMC 7360U
Date of survey: 21/3/2022
Number of days (estimated) : 4 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: Friday, 11 March 2022 11:50 AM
To: 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: PRS ASSIGNMENT - THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022 // EQ REF: DM22HO00368/MT

Dear Melody,

Thank you for the assignment.

Repairer arrange on 14/03/2022 (Monday).

Thank you.

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: Melody Teoh [<mailto:melody.teoh@eqinsurance.com.sg>]
Sent: Friday, 11 March 2022 10:18 AM

To: 'assignments'

Subject: FW: PRS ASSIGNMENT - THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022 // EQ REF: DM22HO00368/MT

Dear LKK,

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

Survey venue & details as below.

Thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to [motorclaims@eqins](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.

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 Zoom.

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.

From: Melody Teoh

Sent: Friday, March 11, 2022 10:17 AM

To: 'Angela Tan' <angela.tan@munichautocare.com.sg>

Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>

Subject: RE: THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022 // EQ REF: DM22HO00368/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 **11.03.2022** at

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

Thank you.

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 - ready to serve you.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Angela Tan <angela.tan@munichautocare.com.sg>

Sent: Friday, March 11, 2022 10:03 AM

To: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>

Subject: RE: THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022 // EQ REF: DM22HO00368/MT

Dear Melody,

Our selection surveyor is LKK Auto Consultants (Kenneth Kong)

Thank you.

Regards

Angela Tan

Motor Claims Executive (B&P Dept)

Email: angela.tan@munichautocare.com.sg

Phone: +65 9644 3110

60, Jalan Lam Huat #07-43, Carros Centre, Singapore 737869



From: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Sent: Friday, 11 March 2022 9:59 AM

To: Angela Tan <angela.tan@munichautocare.com.sg>

Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>

Subject: RE: THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022 // EQ REF: DM22HO00368/MT

WITHOUT PREJUDICE

Dear Sir,

We refer to your email dated on 10.03.2022.

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 objection from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, no response will be taken as an acceptance of the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432
3) LBS Automotive Appraisal Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
5) RT Appraisal Pte Ltd	6) LKK Auto Consultants Pte Ltd

Tel: 6748 6076	Tel: 6256 3561
Fax: 6748 0361	Fax: 6741 4108
Contact Person: Elson/Elgene	
7) Formteam Adjusters Pte Ltd	8) Appraisals Associates Pte Ltd
Tel: 6509 1788	Tel : 6747 2822
Fax: 6509 6221	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 to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before the

Thank you.

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

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: Angela Tan <angela.tan@munichautocare.com.sg>

Sent: Thursday, 10 March 2022 4:20 pm

To: Marketing <Marketing@eqinsurance.com.sg>

Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>

Subject: THIRD PARTY CLAIM SMC7360U & GBL7575A ACCIDENT ON 10.3.2022

To: EQ Claims Dept. (Arrangement of Surveyor Unit)

**RE: NOTICE TO THIRD PARTY INSURERS TO CONDUCT PRE-REPAIR INSPECTION
WITHIN 2 WORKING DAY PURSUANT TO PARAGRAPH PHOTOCOL FOR NIN-INJURY
MOTOR ACCIDENT CLAIMS (NIMA) ACCIDENT INVOLVING SMC7360U & GBL7575A
ALONG TAMPINES NORTH DRIVE 2 ON 10.03.2022.**

We are repairer for BIS MOTORING PTE LTD the owner of vehicle no SMC7360U.

Please be informed that the said vehicle can inspected at the following venue:

Munich Autocare Pte Ltd
60 Jalan Lam Huat #07-43 Singapore 737869
Mobile No: 96443110 Email: angela.tan@miunichautocare.com.sg

Contact Person: Angela Tan

Please also provide us a list of 10 surveyors as your nominated SJE (Single Joint Expert)

**PLEASE ARRANGE OFFICER-IN-CHARGE TO LET US KNOW ASAP IF WE COULD DO DIRECT
SETTLEMENT FOR THIS CASE.**

Regards

Angela Tan

Motor Claims Executive (B&P Dept)

Email: angela.tan@munichautocare.com.sg

Phone: +65 9644 3110

60, Jalan Lam Huat #07-43, Carros Centre, Singapore 737869

