

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 20 April 2022 12:23 PM
To: 'Melody Teoh'; SUR
Subject: RE: DS - 2ND NOTICE TO CONDUCT PRE-REPAIR SURVEY : YR INSURED: GBG 8963H // OUR REF : JP/DS/22/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22 // EQ REF: DM22HO00551/MT
Attachments: SMS8125S IA.pdf

Dear Melody,

Enclosed herewith preliminary advice of SMS 8125S.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 8 April 2022 11:04 AM
To: 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: DS - 2ND NOTICE TO CONDUCT PRE-REPAIR SURVEY : YR INSURED: GBG 8963H // OUR REF : JP/DS/22/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22 // EQ REF: DM22HO00551/MT

Dear Melody,

Thank you for the assignment.

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: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Sent: Friday, 8 April, 2022 10:52 AM
To: 'assignments' <assignments@lkkauto.com>
Subject: FW: DS - 2ND NOTICE TO CONDUCT PRE-REPAIR SURVEY : YR INSURED: GBG 8963H // OUR REF : JP/DS/22/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22 // EQ REF: DM22HO00551/MT

Dear LKK,

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

Survey venue & details in letter attached above.

Our insured has yet to report the said accident. Thank you.

Announcement

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

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

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, April 8, 2022 10:51 AM

To: 'Motor Claims' <motorclaims@kscgp.com>

Cc: jiapei <jiapei@kscgp.com>

Subject: RE: DS - 2ND NOTICE TO CONDUCT PRE-REPAIR SURVEY : YR INSURED: GBG 8963H // OUR REF : JP/DS/22/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22 // EQ REF: DM22HO00551/MT

WITHOUT PREJUDICE
SAVE AS TO COSTS

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 **08.04.2022** 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

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: Motor Claims <motorclaims@kscgp.com>

Sent: Friday, April 8, 2022 8:31 AM

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

Cc: jiapei <jiapei@kscgp.com>

Subject: DS - 2ND NOTICE TO CONDUCT PRE-REPAIR SURVEY : YR INSURED: GBG 8963H | OUR REF : JP/DS/22/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22 // EQ REF: DM22HO00551/MT

Dear Melody,

Please find enclosed the 2nd Notice to Conduct Pre-Repair Survey for your attention/action.

Thank you.

In light of the COVID-19 outbreak, our staff members are working from home. Please expect delays in our replies during this time. We apologize for any inconvenience caused.

Best Regards,

Doreen

For and on behalf of Ms Hue Jiapei

KSCGP Juris LLP

[133 New Bridge Road](#)

[#17-03 Chinatown Point](#)

Singapore 059413

Tel: 6538 3611 / DID: 3152 0985 / Fax: 6538 3708

Email: motorclaims@kscgp.com

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

Sent: 07 April 2022 22:51

To: Motor Claims <motorclaims@kscgp.com>

Cc: jiapei <jiapei@kscgp.com>

Subject: RE: PRS - YR INSURED: GBG 8963H // OUR REF : JP/DS/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22 // EQ REF: DM22HO00551/MT

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs,

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 objection. 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) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
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 Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
7) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070	8) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432
9) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you would like to be appointed. Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before the inspection. Thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to 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 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 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



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From: motor claims

Sent: Thursday, April 7, 2022 2:43 PM

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

Subject: FW: DS - 1st Notice to Conduct Pre-Repair Survey - YR INSURED: GBG 8963H | OUR REF : JP/DS/SMS 8125S/RCA - ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22

Good afternoon Melody:

For your necessary actions

Thank you

Announcement

As we endeavour to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting. For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

Desmond Goh

Executive | Claims



EQ Insurance Company Limited



5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

DID: 65 64969030

Tel: 65 6223 9433 ext 030

Fax: 65 6223 4190

Website: [<http://www.eqinsurance.com.sg>]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.

From: Motor Claims <motorclaims@kscgp.com>

Sent: Thursday, April 7, 2022 1:58 PM

To: motor claims <motorclaims@eqinsurance.com.sg>

Cc: jiapei <jiapei@kscgp.com>

Subject: DS - 1st Notice to Conduct Pre-Repair Survey - YR INSURED: GBG 8963H | OUR REF : JP/DS/SMS 8125S/RCA

- ACCIDENT INVOLVING SMS 8125S AND GBG 8963H AT 65 AIRPORT BOULEVARD, TERMINAL 3 ARRIVAL HALL ON 07.04.22

Dear Sirs,

Please find enclosed the 1st Notice to Conduct Pre-Repair Survey for your attention/action.

Thank you.

In light of the COVID-19 outbreak, our staff members are working from home. Please expect delays in our replies during this time. We apologize for any inconvenience caused.

Best Regards,

Doreen

For and on behalf of Ms Hue Jiapei

KSCGP Juris LLP

[133 New Bridge Road](#)

[#17-03 Chinatown Point](#)

Singapore 059413

Tel: 6538 3611 / DID: 3152 0985 / Fax: 6538 3708

Email: motorclaims@kscgp.com

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