

Celine Fong (LKKAUTO)

From: Admin-D (LKKAUTO)
Sent: Wednesday, 13 April 2022 2:50 PM
To: 'Jaime Tay'; assignments; SUR
Subject: RE: Accident Involving YL3879C and SND681Y on 10/4/2022 along CTE (AYE) after Bukit Merah Exit at about 12:05:00hrs. | EQI REF: DM22HO00576/JT

Dear Jaime,

Thank you for the assignment.

Please be informed that repairer will arrange the date and time for survey.

**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: Wednesday, 13 April, 2022 11:19 AM
To: 'Joyce Wong' <joyce@completevms.com.sg>; 'assignments' <assignments@lkkauto.com>
Cc: Gan Li Hui <lihui@completevms.com.sg>; Darren Chiu <darren@completevms.com.sg>
Subject: RE: Accident Involving YL3879C and SND681Y on 10/4/2022 along CTE (AYE) after Bukit Merah Exit at about 12:05:00hrs. | EQI REF: DM22HO00576/JT

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs,

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

Dear Sirs,

Please assist on PRS assignment on WP basis. Insured has not reported.

Thank you.

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

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.

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: Joyce Wong <joyce@completevms.com.sg>

Sent: Wednesday, 13 April 2022 9:36 AM

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

Cc: Gan Li Hui <lihui@completevms.com.sg>; Darren Chiu <darren@completevms.com.sg>

Subject: Re: Accident Involving YL3879C and SND681Y on 10/4/2022 along CTE (AYE) after Bukit Merah Exit at about 12:05:00hrs. | EQI REF: DM22HO00576/JT

Without Prejudice

Dear Sir / Mdm,

We would like to select **LKK** to survey the TMA.

Please ignore the previous mail

PLEASE NOTE THE PRI WILL BE CONDUCT AT THEIR PREMISES

ADD :

14 Tampines Industrial Drive, CTM Building, Singapore 528530

Please inform us 1hr earlier for us to travel

Thank you & Best Regards,
Joyce

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012

On Wed, Apr 13, 2022 at 9:33 AM Joyce Wong <joyce@completevms.com.sg> wrote:

Without Prejudice

Dear Sir / Mdm,

We would like to select Priority to survey the TMA.

PLEASE NOTE THE PRI WILL BE CONDUCT AT THEIR PREMISES

ADD :

14 Tampines Industrial Drive, CTM Building, Singapore 528530

Please inform us 1hr earlier for us to travel

Thank you & Best Regards,
Joyce

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012

On Tue, Apr 12, 2022 at 5:23 PM Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Costs

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

Dear Sir,

Our Insured has not reported the accident. Please let us have your client's GIA report in order for us to register the claim & arrange for PRS.

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
9) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Contact Person: Sophia	

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

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.

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: Joyce Wong <joyce@completevms.com.sg>

Sent: Tuesday, 12 April 2022 3:50 PM

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

Cc: lihui@completevms.com.sg

Subject: Accident Involving YL3879C and SND681Y on 10/4/2022 along CTE (AYE) after Bukit Merah Exit at about 12:05:00hrs.

Without Prejudice

Dear Sir / Mdm,

Accident Involving YL3879C and SND681Y on 10/4/2022 along CTE (AYE) after Bukit Merah Exit at about

12:05:00hrs.

We act for Chye Thiam Maintenance Pte Ltd, owner of vehicle no. YL3879C with instruction to repair the vehicle.

Please provide us a list of at least 10 motor surveyors.

Please be informed that the said vehicle can be inspected at:-

Complete VMS Pte Ltd
176 Sin Ming Drive
#03-14,
Singapore 575721

If you fail to conduct the pre-repair inspection within the next 2 days excluding any intervening Saturday, Sunday or Public Holiday, we will commence repairs thereafter without further reference to you. Please note that there will also a storage charge of \$60.00 per on the 2 days notice period commencing from this email.

Thank You & Best Regards
Joyce Wong

Complete VMS Pte Ltd
176 Sin Ming Drive, #03-14
Sin Ming Autocare, S575721
Tel: 6455 0012 Fax: 6554 0012