

## Veron Chen (LKKAUTO)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Friday, 16 December 2022 4:49 PM  
**To:** Veron Chen (LKKAUTO); 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 Veron,

Please proceed to finalize with workshop at **\$53,200.00** for TMA.

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](http://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.*

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Tuesday, 13 December 2022 4:17 PM  
**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>  
**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,

Any updates, as repairer is chasing.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Monday, 5 December 2022 9:42 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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,

Any updates, as repairer is chasing.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Friday, 25 November 2022 11:24 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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,

Any updates, as repairer is chasing.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 25 October 2022 11:18 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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,

Any updates, as repairer is chasing.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 12 October 2022 9:26 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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,

Any updates, as repairer is chasing.

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:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 27 September 2022 7:58 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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,

Any updates, as repairer is chasing.

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)

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Tuesday, 20 September 2022 10:08 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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 Veron,

Sorry for the delay. Will update you again once I get approval.

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**

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



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

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---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Tuesday, 20 September 2022 9:48 AM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Subject:** FW: 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,

Any updates, as repairer is chasing.

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Friday, 9 September 2022 3:30 PM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** FW: 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,

Any updates, as repairer is chasing.

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:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 17 August 2022 8:58 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** FW: 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,

Any updates, as repairer is chasing.

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)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 1 August 2022 12:29 PM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: 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,

Any updates, as repairer is chasing.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 21 July 2022 11:00 AM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: 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,

Any updates, as repairer is chasing.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 15 July 2022 9:42 AM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: 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,

Any updates, as repairer is chasing.

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:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 5 July 2022 2:51 PM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** 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,

Attach as per request.

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:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Tuesday, 5 July 2022 11:24 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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 Veron,

We refer to your email.

Please let us have:

- Purchase Order; and
- Photo of certificate as proof of replacement upon completion

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**

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



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---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Thursday, 30 June 2022 4:00 PM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** 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,

Enclosed preliminary revised of vehicle YL 3879C

Date of survey: 14/4/2022

Number of days (estimated) : 3 days

For your approval please.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Veron Chen (LKKAuto)

**Sent:** Thursday, 5 May 2022 7:24 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** FW: 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,

Our surveyor has request documents to verified the cost to proof.

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:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Wednesday, 4 May 2022 8:28 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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 Veron,

Our insured has reported the accident.

We note that the revised estimate amount for the truck mounted attenuator is at \$59,000.00.

Please let us have a more detailed prelim report on the damages and prices of the parts.

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**

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



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---

**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Friday, 15 April 2022 9:01 PM

**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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,

Enclosed preliminary revised of vehicle YL 3879C

Date of survey: 14/4/2022

Number of days (estimated) : 3 days

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Admin-D (LKKAUTO)

**Sent:** Wednesday, 13 April 2022 2:50 PM

**To:** 'Jaime Tay' <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**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](mailto: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](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Wednesday, 13 April, 2022 11:19 AM

**To:** 'Joyce Wong' <[joyce@completevms.com.sg](mailto:joyce@completevms.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Gan Li Hui <[lihui@completevms.com.sg](mailto:lihui@completevms.com.sg)>; Darren Chiu <[darren@completevms.com.sg](mailto: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 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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  
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[www.eqinsurance.com.sg](http://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](mailto:joyce@completevms.com.sg)>  
**Sent:** Wednesday, 13 April 2022 9:36 AM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Cc:** Gan Li Hui <[lihui@completevms.com.sg](mailto:lihui@completevms.com.sg)>; Darren Chiu <[darren@completevms.com.sg](mailto: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](mailto: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

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

**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 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.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace
<b>3) RT Appraisal Pte Ltd</b>  Tel: 67486076  Fax: 67480361  Contact Person: Elson/Elgene	<b>4) Priority Services</b>  Tel: 62934822  Fax: 62963283  Contact Person: Sharon

<b>5) Formteam Adjusters Pte Ltd</b>  Tel: 65091788  Fax: 65096221	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256-3561  Fax: 6741-4108
<b>7) Appraisals Associates Pte Ltd</b>  Tel : 67472822  Fax: 67470070	<b>8) Infiniti Appraisal Service</b>  Tel : 96684818/90099001  Fax: 64587432
<b>9) Automobile Inspection Services Pte Ltd</b>    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 EQJ 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](http://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.*

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**From:** Joyce Wong <[joyce@completevms.com.sg](mailto:joyce@completevms.com.sg)>

**Sent:** Tuesday, 12 April 2022 3:50 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Cc:** [lihui@completevms.com.sg](mailto: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