

Celine Fong (LKKAUTO)

From: Celine Fong (LKKAUTO)
Sent: Thursday, 14 July 2022 6:17 PM
To: 'Jie Si Neo'
Cc: SUR
Subject: RE: PRS for our client's vehicle SHD 3231 P and your insured's vehicle YQ 3097 R on 16.04.2022 ; EQI ref: DM22HO00604
Attachments: Preliminary Advice.pdf

Dear Jie Si,

Enclosed herewith preliminary advice of SHD 3231P.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>
Sent: Tuesday, 19 April 2022 11:38 AM
To: 'Assessment Dept' <assessment_ltc@bifrostauto.com>
Cc: claims_ltr@bifrostauto.com; claims@bifrostauto.com; claims_ltv@bifrostauto.com; claims_ltm@bifrostauto.com; claims_lts@bifrostauto.com; SUR <sur@lkkauto.com>
Subject: RE: PRS for our client's vehicle SHD 3231 P and your insured's vehicle YQ 3097 R on 16.04.2022 ; EQI ref: DM22HO00604

WITHOUT PREJUDICE

Dear Sirs,

Noted and will arrange.

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

Neo Jie Si

Senior Executive | Claims

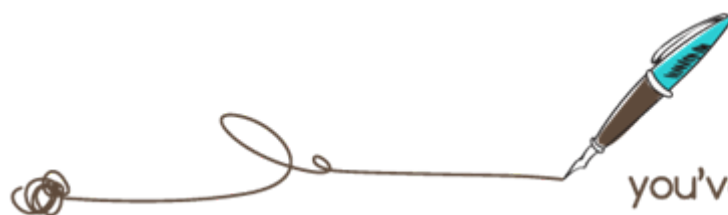


EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower
Block MND Complex Singapore 069110
did 65 6496 9885 | fax 65 62243903 |
www.eqinsurance.com.sg



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From: Assessment Dept <assessment_ltc@bifrotauto.com>

Sent: Tuesday, 19 April 2022 9:40 AM

To: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>

Cc: claims_ltr@bifrotauto.com; claims@bifrotauto.com; claims_ltv@bifrotauto.com;
claims_ltm@bifrotauto.com; claims_lts@bifrotauto.com

Subject: Re: PRS for our client's vehicle SHD 3231 P and your insured's vehicle YQ 3097 R on 16.04.2022 ; EQI ref: DM22HO00604

WITHOUT PREJUDICE

Dear Sir/Mdm,

Our client has selected LKK..

Please let us have your claim number and office-in-charge's contact.

Please let us have the clearance of liability for direct settlement.

Please assign the pre-repair survey as soon as possible.

On Tue, 19 Apr 2022 at 09:34, Jie Si Neo <jiesi.neo@eqinsurance.com.sg> wrote:

WITHOUT PREJUDICE

Dear Sirs,

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.

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.

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

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Regards,

Neo Jie Si

Senior Executive | Claims

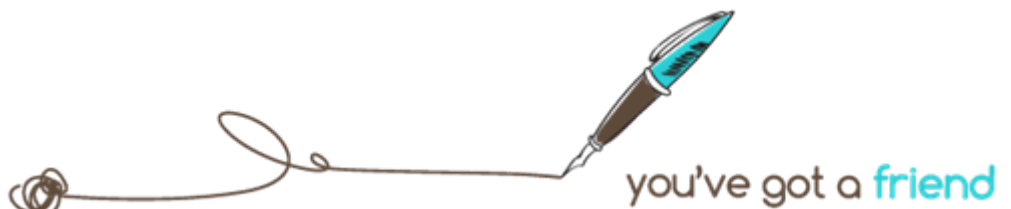


EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower
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www.eqinsurance.com.sg



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you've got a friend

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: Assessment Dept <assessment_ltc@bifrostable.com>

Sent: Monday, 18 April 2022 11:56 AM

To: motor claims <motorclaims@eqinsurance.com.sg>; Claims Dept <claims_ltr@bifrostable.com>; Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_ltv@bifrostable.com>; Ms Lim <claims_ltm@bifrostable.com>; Claims Dept <claims_lts@bifrostable.com>

Subject: PRS for our client's vehicle SHD 3231 P and your insured's vehicle YQ 3097 R on 16.04.2022

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Lim Hoon Lam, to notify you of the aforesaid accident involving our client's vehicle SHD 3231 P and your insured's vehicle YQ 3097 R on 16.04.2022.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against YQ 3097 R for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee / Regina / Wilson

Contact Email: claims_ltv@bifrostable.com / claims_ltm@bifrostable.com / assessment_ltc@bifrostable.com

VEH IN (Date & Time) : **18.04.2022**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

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The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

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Best Regards

Regina / Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

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Best Regards

Regina / Yee

Assessment Dept

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O: 62436687