

## Meng Yan (LKK Auto)

---

**From:** Melody Teoh <melody.teoh@eqinsurance.com.sg>  
**Sent:** Tuesday, 19 April, 2022 12:26 PM  
**To:** 'assignments'  
**Subject:** FW: PRS ASSIGNMENT - SKC1360H / Your Vehicle : SMX9094P // DOA - 17/04/2022 // EQ REF: DM22HO00608/MT  
**Attachments:** SMX9094P - OI SAS.pdf; SKC1360H - TP SAS.pdf

Dear LKK,

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

Survey venue & details as below.

Thank you.

### Announcement

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqins.com.sg](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 to support our customers.

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](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.*

---

**From:** Melody Teoh  
**Sent:** Tuesday, April 19, 2022 12:25 PM  
**To:** 'HD Perfect Autowork' <hdperfectautowork@gmail.com>

**Subject:** RE: SKC1360H (Pre-Inspection) / Your Vehicle : SMX9094P // DOA - 17/04/2022 // EQ REF: DM22HO00608/MT

**WITHOUT PREJUDICE**

Dear Irene,

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 **19.04.2022** at

**\*\*ALL LOD PLEASE EMAIL TO [MOTORCLAIMS@eqinsurance.com.sg](mailto:MOTORCLAIMS@eqinsurance.com.sg)**

Thank you.

**Announcement**

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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



**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](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.*

---

**From:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>

**Sent:** Tuesday, April 19, 2022 12:06 PM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>

**Subject:** Re: SKC1360H (Pre-Inspection) / Your Vehicle : SMX9094P // DOA - 17/04/2022

Dear Melody,

Please arrange **LKK Auto Consultants Pte Ltd** to come and conduct the survey for vehicle SKC1360H.

Thank You.

Regards,

**Irene**

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Tue, Apr 19, 2022 at 11:35 AM Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)> wrote:

**WITHOUT PREJUDICE**

Dear Irene,

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.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) Automobile Inspection Services Pte Ltd</b>  Tel: 6286 0155  Fax: 6284 1539  Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b>	<b>4) Priority Services</b>

Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b> Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256 3561 Fax: 6741 4108
<b>7) Appraisals Associates Pte Ltd</b> Tel : 6747 2822 Fax: 6747 0070	<b>8) Infiniti Appraisal Service</b> Tel : 9668 4818/9009 9001 Fax: 6458 7432
<b>9) Formteam Adjusters Pte Ltd</b> 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 prefer.

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 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqi](mailto:motorclaims@eqi.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 -reduced staff.

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](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.*

---

**From:** motor claims

**Sent:** Tuesday, April 19, 2022 10:03 AM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto:melody.teoh@eqinsurance.com.sg)>

**Subject:** FW: SKC1360H (Pre-Inspection) / Your Vehicle : SMX9094P | DOA - 17/04/2022

**Importance:** High

---

**From:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>

**Sent:** Tuesday, 19 April 2022 9:45 AM

**To:** motor claims <[motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)>

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

**Subject:** Re: SKC1360H (Pre-Inspection) / Your Vehicle : SMX9094P | DOA - 17/04/2022

Dear Sir / Madam,

We refer to the above matter regarding our request for pre-inspection of vehicle SKC1360H.

However, till date, we have yet to receive the surveyor list from your side.

Kindly assist and let us have your reply soon.

Thank You.

Regards,

**Irene**

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Mon, Apr 18, 2022 at 1:34 PM HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)> wrote:

Dear Sir / Madam,

We are instructed by **Syafiq Bin Salim** to notify you of a road traffic accident on **17/04/2022** at about **17:15 hours** at/along **Block 971A Hougang Avenue 9 Multi Storey Carpark Compound** involving our client's/customer's vehicle registration number **SKC1360H** and vehicle registration number **SMX9094P** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

*Shanelle Lim*

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875