

Denise Tay (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Tuesday, 26 April 2022 10:10 AM
To: 'Melody Teoh'; assignments; SUR
Subject: RE: PRS ASSIGNMENT - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022 // EQ REF: DM22HO00649/JT

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: Tuesday, 26 April, 2022 9:46 AM
To: 'assignments' <assignments@lkkauto.com>
Subject: FW: PRS ASSIGNMENT - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022 // EQ REF: DM22HO00649/JT

Dear LKK,

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

Survey venue & details as below. 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”

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 -read

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



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: motor claims <>

Sent: Tuesday, April 26, 2022 9:44 AM

To: 'Kaitlyn Chio' <kaitlyn.chio@ow.sg>

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

Subject: RE: PRI - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022 // EQ REF: DM22HO00649/JT

WITHOUT PREJUDICE

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 **26.04.2022** at

****ALL LOD PLEASE EMAIL TO MOTORCLAIMS@eqinsurance.com.sg**

OIC: Ms Jaime Tay

Thank you.

Announcement

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

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From: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Sent: Tuesday, April 26, 2022 9:21 AM

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

Subject: FW: PRI - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

Tel: (+65) 6472 1313

Tel: (+65) 6484 9919

Tel: (+65) 6481 1522

Fax: (+65) 6472 2112

Fax: (+65) 6481 1993

Fax: (+65) 6481 1011

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From: Kaitlyn Chio

Sent: 25 April 2022 08:41

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

Subject: RE: PRI - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022

Dear Jamie,

We appointed **LKK Auto Consultants Pte Ltd.**

Has your insured reported ?

Would like to check on the liability for this case.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department
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Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112
Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1993
Tel: (+65) 6481 1522 **Fax:** (+65) 6481 1011

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From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: 22 April 2022 17:49
To: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Subject: RE: PRI - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022

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.

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



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From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Friday, April 22, 2022 3:13 PM
To: motor claims <motorclaims@eqinsurance.com.sg>
Cc: Ary Chua <ary.chua@ow.sg>; Joseph Low <joseph@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Victor Seng <victor.seng@ow.sg>
Subject: PRI - SKS90J CLAIMING AGAINST GBG633M (EQ), DOA: 22/04/2022

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)
Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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