

## Celine Fong (LKKAuto)

---

**From:** Celine Fong (LKKAuto)  
**Sent:** Wednesday, 4 May 2022 5:21 PM  
**To:** Melody Teoh; assignments  
**Subject:** RE: ARRANGE FOR SURVEY SHC5485R // EQ REF: DM22HO00683/MT

Dear Melody,

Thank you for the assignment.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@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](mailto:melody.teoh@eqinsurance.com.sg)>  
**Sent:** Wednesday, 4 May 2022 5:00 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: ARRANGE FOR SURVEY SHC5485R // EQ REF: DM22HO00683/MT

Dear LKK,

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

Survey details as below.

Thank you.

### Announcement

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqins](mailto: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 -reac

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:** Melody Teoh <>

**Sent:** Wednesday, May 4, 2022 4:59 PM

**To:** 'claims@transcab.com.sg' <claims@transcab.com.sg>

**Subject:** RE: ARRANGE FOR SURVEY SHC5485R // EQ REF: DM22HO00683/MT

### **WITHOUT PREJUDICE**

Dear Zhewei,

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 **05.05.2022**. Please provide an estimate for our appointed surveyor to conclude his report.

**\*\*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 -reduced 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 on a virtual basis.

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 <[motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)>

**Sent:** Wednesday, May 4, 2022 4:28 PM

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

**Subject:** FW: ARRANGE FOR SURVEY SHC5485R // EQ REF: DM22HO00683/MT

---

**From:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Sent:** Wednesday, May 4, 2022 1:25 PM

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

**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: ARRANGE FOR SURVEY SHC5485R

DEAR ALL,

Kindly assign to LKK Auto Consultants Pte Ltd

Please arrange for survey as below :

SMW9390P – 29/04/2022 AT 2220Hrs - SHC5485R

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

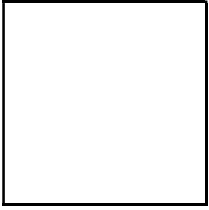
"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate

Best Regards,

Kek Zhewei

Claims Officer

This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)