

Veron Chen (LKKAUTO)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 17 February 2023 10:38 AM
To: Veron Chen (LKKAUTO); Meng Yan (LKK Auto); SUR
Cc: assignments
Subject: RE: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 // EQI REF: DM22HO00710/JT

Dear Veron,

Please proceed to finalize COR at \$15K lumpsum as recommended.

Thank you.

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



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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Friday, 17 February 2023 8:18 AM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; SUR <sur@lkkauto.com>; Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 // EQI REF: DM22HO00710/JT

Dear Jaime,

Enclosed preliminary revised SGW 378G for your approval please.

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: Friday, 5 August 2022 7:28 AM

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

Cc: assignments <assignments@lkkauto.com>

Subject: RE: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 // EQI REF: DM22HO00710/JT

Dear Jaime,

Refer attach preliminary send to Melody's email.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 4 August 2022 10:26 AM

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

Cc: assignments <assignments@lkkauto.com>

Subject: FW: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 // EQI REF: DM22HO00710/JT

Hi Veron,

FYNA. Thanks.

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

Sent: Thursday, 4 August 2022 9:21 AM

To: assignments <assignments@lkkauto.com>

Subject: RE: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 // EQI REF: DM22HO00710/JT

Dear Sirs,

Please advise if Audatex report and prelim report is available.

Kindly let me have a copy of both if the reports were sent to Melody's email.

Thank you.

With effect from 1st January 2022, please send all PRS / LOD to 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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From: motor claims <motorclaims@eqinsurance.com.sg>

Sent: Monday, 9 May 2022 3:19 PM

To: 'TeamAutoPro North' <teamautopl@gmail.com>

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

Subject: RE: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 // EQI REF: DM22HO00710/JT

WITHOUT PREJUDICE

Dear Sirs,

We acknowledge receipt of your email dated on 06.05.2022.

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 **09.05.2022** 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

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



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From: TeamAutoPro North <teamautopl@gmail.com>

Sent: Friday, May 6, 2022 6:33 PM

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

Subject: Fwd: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 | EQI REF: DM22HO00710/JT

Dear Jaime ,

With reference to your list of surveyors, we are agreeable with the appointment of **LKK Auto Consultants Pte Ltd** as the SJE for subject claim.

Kindly note our personnel in charge for the survey as follows:-

Contact Person	Eric Lee	8879 9997
Email Address	teamautopl@gmail.com	

Survey Address	160 Sin Ming Dr, #01-14 Singapore 575722
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Thank you for your kind attention to our request.



The above settlement is in respect of our client for damage pertaining to his motor vehicle and shall not prejudice our client's claim in respect of damages and consequential loss in relation to his personal injuries.

****Dear all, please note that Team AutoPro Pte Ltd is GST registered w.e.f. 13th January 2021.**

Best Regards,

David Seow

Team AutoPro Pte Ltd

Tel: 6258 1955 Fax: 6258 1956

Main Office: 160 Sin Ming Dr, #02-12 Sin Ming AutoCity Singapore 575722

Workshop/Survey Venue: 160 Sin Ming Dr, #01-14 Sin Ming AutoCity Singapore 575722

----- Forwarded message -----

From: **TeamAuto Pro** <teamautoffice@gmail.com>

Date: Fri, May 6, 2022 at 6:28 PM

Subject: Fwd: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 | EQI REF: DM22HO00710/JT

To: TeamAutoPro East <teamautopl@gmail.com>

The above settlement is in respect of our client for damage pertaining to his motor vehicle and shall not prejudice our client's claim in respect of damages and consequential loss in relation to his personal injuries.

****Dear all, please note that Team AutoPro Pte Ltd is GST registered w.e.f. 13th January 2021.**

Cheers,

Adel

Team AutoPro Pte Ltd

Tel: 6258 1955

Fax: 6258 1956

Main Office: 160 Sin Ming Dr, #02-12 Sin Ming AutoCity Singapore 575722

Workshop/Survey Venue: 160 Sin Ming Dr, #01-14 Sin Ming AutoCity Singapore 575722

----- Forwarded message -----

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

Date: Fri, May 6, 2022 at 5:26 PM

Subject: RE: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022 | EQI REF: DM22HO00710/JT

To: TeamAuto Pro <teamautooffice@gmail.com>

Without Prejudice

Save As To Costs

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

Dear Sir,

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	6) LKK Auto Consultants Pte Ltd

Tel: 65091788 Fax: 65096221	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.

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Regards,

Jaime Tay

[Executive | Claims](#)



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From: TeamAutoPro North <teamautopl@gmail.com>

Sent: Thursday, May 5, 2022 5:46 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Subject: 2 Days Notice: SGW 378 G (our ref) and SKJ 5090 Z (your ref) 3rd Party: EQ DOA 04/05/2022

Dear Sir/Madam,

Road Traffic Accident Involving SGW 378 G (Our Ref) and SKJ 5090 Z (Your Ref)

Dated 04TH May 2022 , Time around 2015HRS

@ Bukit Batok Road Towards Teck Whye (Beside Blk 437A)

We represent our client; THAM TUCK MENG CALVIN, to notify you of the aforesaid road traffic accident involving our client's vehicle registration number: SGW 378 G and your insured's vehicle registration number: SKJ 5090 Z.

Enclosed herewith a copy of the Singapore Accident Statement filed for your reference.

Please kindly send us your list of at least **ten (10) motor surveyors** within **2 working days, via**

Contact Person	Eric Lee	8879 9997
Email Address	teamautopl@gmail.com	
Survey Address	160 Sin Ming Dr, #01-14 Sin Ming AutoCity Singapore 575722	

Thank you for your attention to this email and we look forward to your earliest reply.



The above settlement is in respect of our client for damage pertaining to his motor vehicle and shall not prejudice our client's claim in respect of damages and consequential loss in relation to his personal injuries.

****Dear all, please note that Team AutoPro Pte Ltd is GST registered w.e.f. 13th January 2021.**

Best Regards,

David Seow

Team AutoPro Pte Ltd

Tel: 6258 1955 Fax: 6258 1956

Main Office: 160 Sin Ming Dr, #02-12 Sin Ming AutoCity Singapore 575722

Workshop/Survey Venue: 160 Sin Ming Dr, #01-14 Sin Ming AutoCity Singapore 575722