

Yan (LKK Auto)

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Sent: Monday, 9 May 2022 10:54 PM
To: 'assignments'
Subject: FW: ARRANGE FOR SURVEY FOR SHD5447X // EQ REF: DM22HO00726/MT
Attachments: SHD5447X - TP SAS.pdf; GBD8143Z - OI 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 1st January 2022, please send all PRS / LOD to 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 - reachable via email.

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 video conference.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately by email.

From: Melody Teoh <>

Sent: Monday, May 9, 2022 10:52 PM

To: 'zhewei.kek@transcab.com.sg' <zhewei.kek@transcab.com.sg>
Cc: 'claims@transcab.com.sg' <claims@transcab.com.sg>
Subject: RE: ARRANGE FOR SURVEY FOR SHD5447X // EQ REF: DM22HO00726/MT

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 **10.05.2022**. Please

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

Thank you.

Announcement

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

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

Best Regards,

Melody Teoh

Executive | Claims



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5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

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www.eqinsurance.com.sg



A handwritten signature in dark ink, appearing to be 'Melody Teoh'.

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>
Sent: Monday, May 9, 2022 3:54 PM
To: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Subject: FW: ARRANGE FOR SURVEY FOR SHD5447X

Dear Melody,

EQI Ref: GBD8143Z

Kindly register claim and arrange PRS.

Thank you.

“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



A Member of Citystate



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From: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Sent: Monday, 9 May 2022 3:17 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: ARRANGE FOR SURVEY FOR SHD5447X

DEAR ALL,

Please arrange for survey as below :

GBD8143Z - 08/05/2022 AT 2045Hrs - SHD5447X

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

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