

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 12 May 2022 4:34 PM  
**To:** 'Melody Teoh'; SUR  
**Subject:** RE: ARRANGE FOR SURVEY FOR SHD5447X // EQ REF: DM22HO00726/MT  
**Attachments:** SHD5447X IA.pdf

Dear Melody,

Enclosed herewith preliminary advice of SHD 5447X.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

**Sent:** Tuesday, 10 May 2022 12:46 PM

**To:** 'Melody Teoh' <melody.teoh@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: ARRANGE FOR SURVEY FOR SHD5447X // EQ REF: DM22HO00726/MT

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

**Sent:** Monday, 9 May 2022 10:54 PM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** FW: ARRANGE FOR SURVEY FOR SHD5447X // EQ REF: DM22HO00726/MT

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](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 -readiness.  
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)

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**From:** Melody Teoh <>  
**Sent:** Monday, May 9, 2022 10:52 PM  
**To:** 'zhewei.kek@transcab.com.sg' <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>  
**Cc:** 'claims@transcab.com.sg' <[claims@transcab.com.sg](mailto: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**. For more details, please refer to the attached survey 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@eqins](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 -reach  
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



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

**Sent:** Monday, May 9, 2022 3:54 PM

**To:** Melody Teoh <[melody.teoh@eqinsurance.com.sg](mailto: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 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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

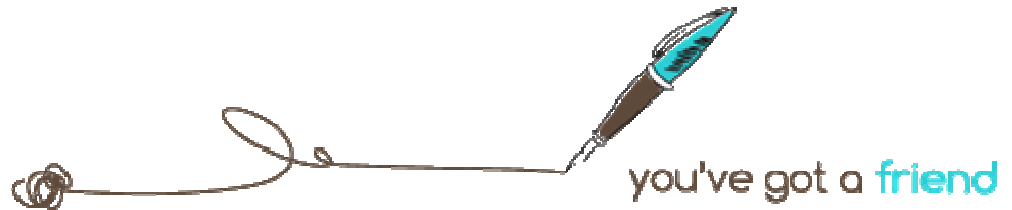


**EQ Insurance Company Limited**

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**From:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>  
**Sent:** Monday, 9 May 2022 3:17 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 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

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