

**Re: PRS FOR SHD9872A ; EQI Ref: DM22HO00898/JS**

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Thu 9/6/2022 5:09 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Jie Si Neo' <jiesi.neo@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SHD 9872A

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: [6256-3561](tel:6256-3561) | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: [6256-4315](tel: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:** Monday, 6 June 2022 4:54 pm

**To:** 'Jie Si Neo' <jiesi.neo@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: PRS FOR SHD9872A ; EQI Ref: DM22HO00898/JS

Dear Jie Si,

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:** Jie Si Neo <jiesi.neo@eqinsurance.com.sg>

**Sent:** Monday, 6 June 2022 4:50 PM

**To:** 'assignments' <assignments@lkkauto.com>

**Subject:** PRS FOR SHD9872A ; EQI Ref: DM22HO00898/JS

Dear Sirs,

Please assist this PRS on Without Prejudice basis.

No repair estimates give and no IV /TP GIA report yet.

Please acknowledge receipt.

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)”

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**Announcement**

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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](http://www.eqinsurance.com.sg)



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**From:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>

**Sent:** Monday, 6 June 2022 4:40 PM

**To:** Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>

**Subject:** RE: ARRANGE FOR SURVEY FOR SHD9872A

Hi Jie Si,

Kindly assign LKK Auto Consultant to survey our vehicle.

I will forward you the SAS report once I receive the same.

Thank you.

*Best Regards,*

*Kek Zhewei*

Claims Officer

**TRANS-CAB SERVICES PTE LTD**

No. 2 Ang Mo Kio Street 63, Singapore 569111  
 Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330  
 Website: [www.transcab.com.sg](http://www.transcab.com.sg)



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**From:** Jie Si Neo [<mailto:jiesi.neo@eqinsurance.com.sg>]

**Sent:** Monday, June 06, 2022 3:59 PM

**To:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>

**Subject:** RE: ARRANGE FOR SURVEY FOR SHD9872A

### WITHOUT PREJUDICE

Dear Zhewei,

Please let us have copy of your client's GIA report as our insured has yet to report the accident.

Meanwhile, 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) <b>AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	2) <b>LBS Automotive Appraisal Pte Ltd</b> L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace
3) <b>RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	4) <b>Priority Services</b> Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) <b>Formteam Adjusters Pte Ltd</b> Tel: 65091788 Fax: 65096221	6) <b>LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
7) <b>Appraisals Associates Pte Ltd</b> Tel : 67472822 Fax: 67470070	8) <b>Infiniti Appraisal Service</b> Tel : 96684818/90099001 Fax: 64587432
9) <b>Automobile Inspection Services Pte Ltd</b>  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.

“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)”

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Regards,

**Neo Jie Si**

Senior Executive | Claims



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**From:** Zhe Wei Kek <[zhewei.kek@transcab.com.sg](mailto:zhewei.kek@transcab.com.sg)>

**Sent:** Monday, 6 June 2022 3:22 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 SHD9872A

DEAR ALL,

Please arrange for survey as below :

YN1470A - 06/06/2022 AT 1205Hrs - SHD9872A

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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