

## Meng Yan (LKK Auto)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Friday, 12 August 2022 4:21 PM  
**To:** 'Yan (LKK Auto)'; 'assignments'; sur@lkkauto.com  
**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

Dear Yan,

Kindly cancel survey on your end.

Seems likely they will submit TP subro claim to us.

Thank you for your kind assistance.

**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

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



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**From:** Yan (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Friday, 12 August 2022 4:12 PM  
**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>; 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com  
**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

Dear Jaime,

No survey was done for this vehicle.

According to the repairer, owner already withdraw the claim.

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)

---

**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Friday, 12 August 2022 3:28 PM

**To:** 'Yan (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

Dear Yan,

Kindly ignore previous email. Wrong file.

For this file **DM22HO01048**, please update if survey was done. We have received UIL from another wshop.

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,

Jaime Tay

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**From:** Jaime Tay <>

**Sent:** Friday, 12 August 2022 3:13 PM

**To:** 'Yan (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

Dear Yan,

We have received BOLA claim from NTUC.

Kindly advise if survey was conducted.

Thank you.

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Jaime Tay

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**From:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 29 June 2022 5:41 PM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

Dear Jaime,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

**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:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Wednesday, 29 June 2022 4:46 PM

**To:** 'Ashlyn Chng' <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'claimstatusenquiry@borneomotors.com.s' <[claimstatusenquiry@borneomotors.com.s](mailto:claimstatusenquiry@borneomotors.com.s)>

**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

**WITHOUT PREJUDICE**

**SAVE AS TO COSTS**

Dear Ashlyn,

Thank you for your email. Arrangement will be made accordingly.

Liability is unclear. Please let us have scene photos/video footage.

Dear Sirs,

**Please assist on PRS assignment.**

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**

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Regards,

Jaime Tay

Executive | Claims



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**From:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Sent:** Wednesday, 29 June 2022 4:38 PM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Cc:** 'claimstatusenquiry@borneomotors.com.s' <[claimstatusenquiry@borneomotors.com.s](mailto:claimstatusenquiry@borneomotors.com.s)>

**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

Dear Jaime,

We would like to choose **LKK Auto Consultants Pte Ltd** to conduct the survey.

Appreciate if you could revert the liability soonest.

Thank you.

Regards,  
Ashlyn

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Sent:** Wednesday, 29 June 2022 3:42 pm

**To:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Cc:** 'claimstatusenquiry@borneomotors.com.s' <[claimstatusenquiry@borneomotors.com.s](mailto:claimstatusenquiry@borneomotors.com.s)>

**Subject:** RE: PRS - Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022 | EQI REF: DM22HO01048/JT

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

**Without Prejudice**  
**Save As To Costs**

**With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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) <b>AJAX Inspection Services Pte Ltd</b><br><br>Tel: 6255 0808<br><br>Fax: 6849 9155 | 2) <b>LBS Automotive Appraisal Pte Ltd</b><br><br>L.B.S. Auto Consultants Pte Ltd<br><br>Tel: 6281 6690 / 62832866<br><br>Fax: 6281 8748<br><br>Contact Person: Amy/ Grace |
|--|--|

|  |   |
|--|---|
| <b>3) RT Appraisal Pte Ltd</b><br><br>Tel: 67486076<br>Fax: 67480361<br>Contact Person: Elson/Elgene | <b>4) Priority Services</b><br><br>Tel: 62934822<br>Fax: 62963283<br>Contact Person: Sharon |
| <b>5) Formteam Adjusters Pte Ltd</b><br><br>Tel: 65091788<br>Fax: 65096221                           | <b>6) LKK Auto Consultants Pte Ltd</b><br><br>Tel: 6256-3561<br>Fax: 6741-4108              |
| <b>7) Appraisals Associates Pte Ltd</b><br><br>Tel : 67472822<br>Fax: 67470070                       | <b>8) Infiniti Appraisal Service</b><br><br>Tel : 96684818/90099001<br>Fax: 64587432        |
| <b>9) Automobile Inspection Services Pte Ltd</b><br><br>Tel: 6286 0155<br>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:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Sent:** Tuesday, 28 June 2022 10:43 AM

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

**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>

**Subject:** Direct Settlement (SM) - Accident involving SJW3258P & SLA7305C DOA: 27.06.2022

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SLA7305C** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$100 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam San Joi @ 9847 6209 or 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle **NOT** in workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

**D:** 6631 1874 | **F:** 6872 7260 | **E:** [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)