

Celine Fong (LKKAUTO)

From: Celine Fong (LKKAUTO)
Sent: Thursday, 14 July 2022 3:12 PM
To: Jaime Tay
Cc: SUR
Subject: RE: PRS - TP CLAIM_SMR5973K & GBG4802R_DOA: 20/06/2022 // EQI REF: DM22HO00988 /JT
Attachments: Preliminary Advice.pdf

Dear Jaime,

Enclosed herewith preliminary advice of SMR 5973K.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@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: 22 June 2022 09:47

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; assignments <assignments@lkkauto.com>

Subject: RE: PRS - TP CLAIM_SMR5973K & GBG4802R_DOA: 20/06/2022 // EQI REF: DM22HO00988 /JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Anysia,

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

Dear Sirs,

Please assist on PRS assignment.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Wednesday, 22 June 2022 9:06 AM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: RE: PRS - TP CLAIM_SMR5973K & GBG4802R_DOA: 20/06/2022 // EQI REF: DM22HO00988 /JT

Dear Jamie

Please find attached as my client's video footage.

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

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: 21 June 2022 17:19
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Subject: RE: PRS - TP CLAIM_SMR5973K & GBG4802R_DOA: 20/06/2022 // EQI REF: DM22HO00988 /JT

Without Prejudice

Save As To Costs

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

Dear Anysia,

Please let us have your client's video footage. Liability is unclear. Conflicting statements from both drivers.

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 Tel: 65091788 Fax: 65096221	6) LKK Auto Consultants Pte Ltd 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: motor claims <motorclaims@eqinsurance.com.sg>
Sent: Tuesday, 21 June 2022 5:05 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: PRS - TP CLAIM_SMR5973K & GBG4802R_DOA: 20/06/2022

DM22HO00988 - PRS

From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Tuesday, 21 June 2022 3:21 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Subject: TP CLAIM_SMR5973K & GBG4802R_DOA: 20/06/2022

Dear sir/madam

Attached herewith our client's GIA report with estimate bill that claim against your insured GBG4802R.

Please revert on liability.

Thank you.

Best Regards
Anyisia Foo
Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg