

## Celine Fong (LKKAUTO)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Thursday, 19 January 2023 3:28 PM  
**To:** Celine Fong (LKKAUTO)  
**Cc:** SUR; admin-d  
**Subject:** RE: PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI REF: DM22HO01095/JT

Dear Celine,

Please proceed to finalize as recommended \$32K lumpsum.

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

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.

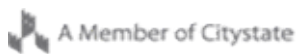
Regards,

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:** Celine Fong (LKKAUTO) <celinefong@lkkauto.com>  
**Sent:** Wednesday, 18 January 2023 2:24 PM  
**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Cc:** SUR <sur@lkkauto.com>; admin-d <admin-d@lkkauto.com>  
**Subject:** RE: PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI REF: DM22HO01095/JT

Dear Jaime,

Enclosed herewith preliminary advice and Audatex report of SCR 23D.

Kindly let us have your approval.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@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, 28 December 2022 11:30 AM

**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI  
REF: DM22HO01095/JT

Dear Celine,

We have received the billing for Audatex.

Please let us have the Audatex report soonest.

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

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**From:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Tuesday, 19 July 2022 4:53 PM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI  
REF: DM22HO01095/JT

Dear Jaime,

Enclosed herewith preliminary advice of SCR 23D.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@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](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 6 July 2022 1:03 PM  
**To:** 'Jaime Tay' <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI  
REF: DM22HO01095/JT

Dear Jaime,

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,

**Celine Fong**

**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, 6 July 2022 12:07 PM  
**To:** 'Willow Tuang' <[wtuang@gmail.com](mailto:wtuang@gmail.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI  
REF: DM22HO01095/JT

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Willow,

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

Please let us have scene photos and video footage in order for us to assess your client's claim.

Dear Sirs,

**Please assist on PRS assignment on WP basis. Our insured has not reported the accident.**

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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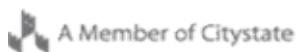
Regards,

Jaime Tay  
Executive | Claims



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**From:** Willow Tuang <[wtuang@gmail.com](mailto:wtuang@gmail.com)>

**Sent:** Wednesday, 6 July 2022 12:01 PM

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

**Subject:** Re: PRS - ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD // EQI  
REF: DM22HO01095/JT

Without Prejudice

Dear Sir

We refer to your email of even date.

We are agreeable of appointing LKK AUTO CONSULTANTS PTE LTD as a Single Joint Expert.

Our client's vehicle is available for pre-repair survey at:

Venue	:	Guan Motor Works 176 Sin Ming Drive #02-03 Sin Ming AutoCare Singapore 575721 Tel: 6453 6111 (AH HENG)
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Regards  
Tuang Willow  
for CK TEO & CO  
Tel: 65354788  
Fax: 65354245

On Wed, Jul 6, 2022 at 8:34 AM Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)> wrote:

**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.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace
<b>3) RT Appraisal Pte Ltd</b>  Tel: 67486076  Fax: 67480361  Contact Person: Elson/Elgene	<b>4) Priority Services</b>  Tel: 62934822  Fax: 62963283  Contact Person: Sharon

<b>5) Formteam Adjusters Pte Ltd</b>  Tel: 65091788  Fax: 65096221	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256-3561  Fax: 6741-4108
<b>7) Appraisals Associates Pte Ltd</b>  Tel : 67472822  Fax: 67470070	<b>8) Infiniti Appraisal Service</b>  Tel : 96684818/90099001  Fax: 64587432
<b>9) 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.

#### **Announcement**

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Regards,

Jaime Tay

Executive | Claims



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A Member of Citystate

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**From:** Willow Tuang <[wtuang@gmail.com](mailto:wtuang@gmail.com)>

**Sent:** Tuesday, 5 July 2022 6:37 PM

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

**Subject:** ACCIDENT INVOLVING SCR23D & SME6918H ON 2/7/2022 ALONG 165A MOULEMEIN ROAD

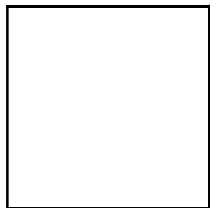
Without Prejudice

Dear Sir,

Enclosed is a copy each of the following:

- a. Notification of Accident & Pre-Repair Inspection;
- b. GIA Report of our Client; and
- c. LTA result

Regards



Tuang Willow

CK TEO & CO

Tel: 65354788

Fax: 65354245