

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Wednesday, 20 July 2022 11:31 AM  
**To:** 'Jie Si Neo'  
**Cc:** Admin-D (LKKAUTO); SUR  
**Subject:** RE: PRS for SMB3023A ; EQI Ref: DM22HO01131  
**Attachments:** Preliminary Advice.pdf

Dear Jie Si,

Enclosed herewith preliminary advice of SMB 3023A.

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>  
**Sent:** Friday, 15 July 2022 3:13 PM  
**To:** 'Jie Si Neo' <jiesi.neo@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: PRS for SMB3023A ; EQI Ref: DM22HO01131

Dear Jie Si,

Thank you for the assignment.

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](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Sent:** Friday, 15 July 2022 2:02 PM  
**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** PRS for SMB3023A ; EQI Ref: DM22HO01131

Dear Sirs,

Please assist this PRS on Without Prejudice basis.

Attached the relevant documents.

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)”

**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**

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:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>

**Sent:** Friday, 15 July 2022 1:58 PM

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

**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Selamat Bin Basir <[Selamat.Basir@towertransit.sg](mailto:Selamat.Basir@towertransit.sg)>; Wei Jap <[Wei.Jap@towertransit.sg](mailto:Wei.Jap@towertransit.sg)>

**Subject:** RE: PRS FOR ACCIDENT INVOLVING SMB3023A & SMY1235Y ON 11/07/2022 @ 08:40HRS ALONG COMMONWEALTH AVE WEST JUNCT OF CLEMENTI AVE 2 ; EQI Ref: DM22HO01131

Hi jie Si

Please arrange for LKK to conduct the survey. 😊

Thank You

Best Regards

Senior Executive, Claims

Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)



Tower Transit Singapore Pte Ltd  
21 Bulim Drive, Bulim Bus Depot, Singapore 648170  
Registration number 201419417K  
[www.towertransit.sg](http://www.towertransit.sg)

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

**Sent:** Friday, July 15, 2022 1:55 PM

**To:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>

**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Selamat Bin Basir <[Selamat.Basir@towertransit.sg](mailto:Selamat.Basir@towertransit.sg)>; Wei Jap <[Wei.Jap@towertransit.sg](mailto:Wei.Jap@towertransit.sg)>

**Subject:** RE: PRS FOR ACCIDENT INVOLVING SMB3023A & SMY1235Y ON 11/07/2022 @ 08:40HRS ALONG COMMONWEALTH AVE WEST JUNCT OF CLEMENTI AVE 2 ; EQI Ref: DM22HO01131

## [EXTERNAL EMAIL]

WITHOUT PREJUDICE

Dear Lynn,

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
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<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.

**“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,

**Neo Jie Si**  
Senior Executive | Claims

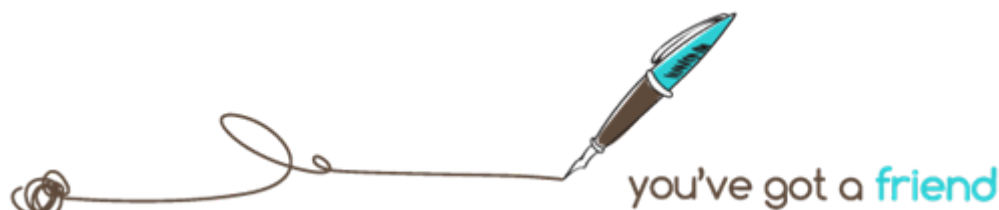


EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower  
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**From:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>

**Sent:** Thursday, July 14, 2022 3:40 PM

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

**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Selamat Bin Basir <[Selamat.Basir@towertransit.sg](mailto:Selamat.Basir@towertransit.sg)>; Wei Jap <[Wei.Jap@towertransit.sg](mailto:Wei.Jap@towertransit.sg)>

**Subject:** PRS FOR ACCIDENT INVOLVING SMB3023A & SMY1235Y ON 11/07/2022 @ 08:40HRS ALONG COMMONWEALTH AVE WEST JUNCT OF CLEMENTI AVE 2

## WITHOUT PREJUDICE

Dear Sir / Mdm,

We would like notify you of a road accident on **11/07/2022** at about **08:40hrs** along **Junction of Commonwealth Ave West and Clementi Ave 2** involving our bus, **SMB3023A** & your insured vehicle **SMY1235Y**.

As a result of this accident, our bus has been damaged. Before we proceed to repair the damaged bus, please let us know **within the next 48 hours** if you wish to conduct a pre-repair survey of our bus. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the bus without any further reference to you.

**Survey Location : Tower Transit Singapore Pte Ltd**

### **BULIM DEPOT**

Address : 21 Bulim Drive, Singapore 648170

Contact Person : Lynn Ahmad @ 9199 0025

- *Body & Paint* : - Jason Wei @ 8691 9663
- *Workshop Manager* : - Selamat @ 9339 0245

Thank You

Best Regards

Senior Executive, Claims

Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)



Tower Transit Singapore Pte Ltd  
21 Bulim Drive, Bulim Bus Depot, Singapore 648170  
Registration number 201419417K  
[www.towertransit.sg](http://www.towertransit.sg)

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