

Shiau Chan (LKKAuto)

**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 25 January 2023 2:30 PM  
**To:** 'Jie Si Neo'; SUR  
**Subject:** RE: PRS FOR SMT827Y ; EQI REF: DM22HO01571  
**Attachments:** SMT827Y IA.pdf

Dear Jie Si,

Re-send.

Enclosed herewith preliminary advice of SMT 827Y.

Best Regards,

**Shiau Chan (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 25 January 2023 2:29 PM  
**To:** 'Jie Si Neo' <jiesi.neo@eqinsurance.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: PRS FOR SMT827Y ; EQI REF: DM22HO01571

Dear Jie Si,

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Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Tuesday, 13 September 2022 5:08 PM  
**To:** 'Jie Si Neo' <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: PRS FOR SMT827Y ; EQI REF: DM22HO01571

Dear Jie Si,

Thank you for the assignment.

Repairer arrange on 14.9.22.

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:** Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Sent:** Tuesday, 13 September 2022 4:48 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** PRS FOR SMT827Y ; EQI REF: DM22HO01571

Dear Sirs,

Please assist this PRS on Without Prejudice basis.

Attached the Third Party’s GIA report. Our insured has yet to report the accident to us.

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.

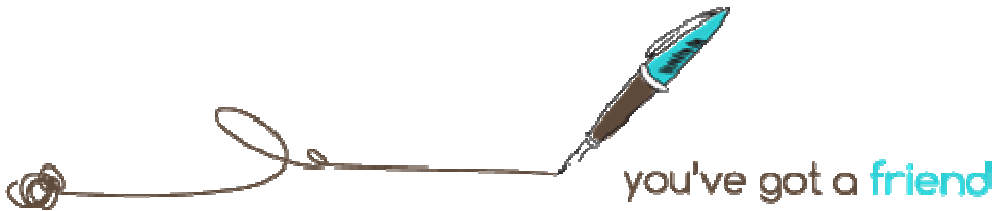
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

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:** [claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com) <[claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com)>  
**Sent:** Tuesday, 13 September 2022 4:29 PM  
**To:** Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Subject:** RE: < PRI > FW: PRI for SMT 827 Y in an accident involving SMQ 3149 S on 13092022 ; EQI REF: DM22HO01571

Hi,

We shall have LKK Auto Consultants Pte Ltd as our suveyor,

Thank you.

Best regards,

Admin team  
Autoworx House  
No.176 Sin Ming Drive  
#02-01 Singapore 575721  
[claims.autoworxhouse@gmail.com](mailto:claims.autoworxhouse@gmail.com)  
Tel: 64528211  
Fax: 64517423

**From:** Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Sent:** Tuesday, 13 September 2022 3:26 pm  
**To:** 'claim.autoworxhouse@gmail.com' <[claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com)>  
**Cc:** Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Subject:** RE: < PRI > FW: PRI for SMT 827 Y in an accident involving SMQ 3149 S on 13092022 ; EQI REF: DM22HO01571

WITHOUT PREJUDICE

Dear Sirs,

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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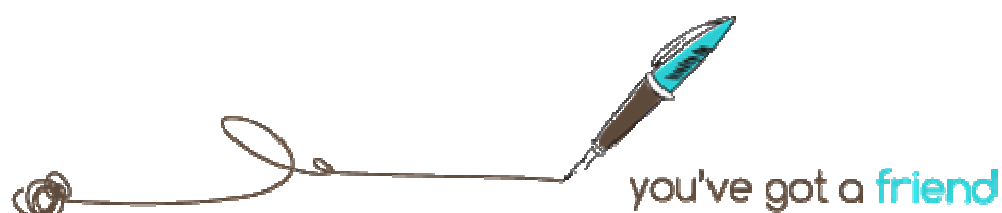
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Regards,

**Neo Jie Si**  
Senior Executive | Claims



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**From:** [claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com) <[claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com)>  
**Sent:** Tuesday, 13 September 2022 1:39 PM  
**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>  
**Subject:** PRI for SMT 827 Y in an accident involving SMQ 3149 S on 13092022

Dear Sirs,

We have been authorised by DAMSCOLL, the registered owner of motor vehicle SMT 827 Y at the material time of accident to make a claim against your insured.

Please give us the list of panel of your survey firms for our selection to inspect the above said vehicle or you may assign our choice from either one of the 3 survey firms,

1) Premier Appraiser Services

2) LKK Auto Consultants Pte Ltd

3) AJAX Inspection Services Pte Ltd

Please advise us with your assigned surveyor, name and contact number for this matter.

Kindly contact us at [claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com) or call 64528211 before coming to ensure the vehicle is in the workshop.

Thankyou

Best regards,

Admin team  
Autoworx House  
No.176 Sin Ming Drive  
#02-01 Singapore 575721  
Email: [claim.autoworxhouse@gmail.com](mailto:claim.autoworxhouse@gmail.com)  
Tel: 64528211  
Fax: 64517423