

Shiau Chan (LKKAUTO)

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Tuesday, 29 November 2022 10:16 AM
To: Shiau Chan (LKKAUTO); assignments; SUR
Subject: RE: PRS - FW: Accident on 19/11/2022 between SLX6165A & SND7683X at/along Sinopec Bukit Timah

DM22HO02006

“With effect from 1st January 2022, please send all PRS / LOD to 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,

Josephine Wong
Senior Executive | Claims

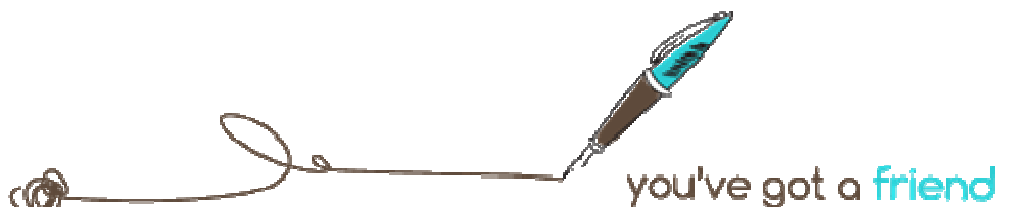


EQ Insurance Company Limited

5 Maxwell Road #17-
00 Tower Block MND
Complex Singapore 069110
did 65 6496 9032 | fax 65
62243903 |
www.eqinsurance.com.sg



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From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Tuesday, 29 November 2022 10:06 AM

To: Josephine Wong <josephine.wong@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: PRS - FW: Accident on 19/11/2022 between SLX6165A & SND7683X at/along Sinopec Bukit Timah

Dear Josephine,

Kindly provide us the claim number.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>

Sent: Tuesday, 22 November 2022 6:26 PM

To: Josephine Wong <josephine.wong@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: PRS - FW: Accident on 19/11/2022 between SLX6165A & SND7683X at/along Sinopec Bukit Timah

Dear Josephine,

Thank you for the assignment.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>

Sent: Monday, 21 November 2022 6:31 PM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'advanceag@hotmail.com' <advanceag@hotmail.com>

Subject: FW: PRS - FW: Accident on 19/11/2022 between SLX6165A & SND7683X at/along Sinopec Bukit Timah

Without Prejudice

Dear LKK

Kindly arrange third party survey immediately .

Details of survey as mentioned below .

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

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Regards,

Josephine Wong

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower

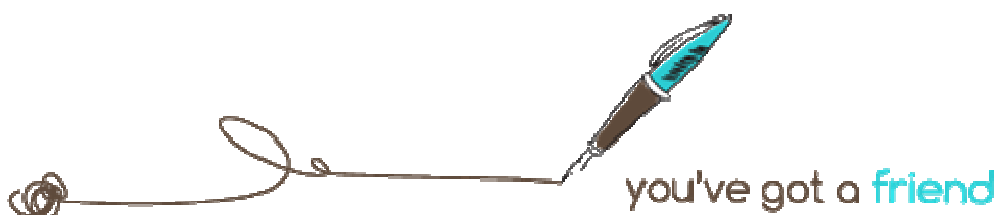
Block MND Complex Singapore 069110

did 65 6496 9032 | fax 65 62243903 |

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From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Monday, 21 November 2022 5:57 PM

To: Josephine Wong <josephine.wong@eqinsurance.com.sg>

Subject: Re: PRS - FW: Accident on 19/11/2022 between SLX6165A & SND7683X at/along Sinopec Bukit Timah

Dear Josephine,

We would like to appoint LKK for our PRI. Thank you

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

23 Kaki Bukit Avenue 4, #04-01

Vicom Kaki Bukit Inspection Center

Singapore 415933

On 21 Nov 2022, at 5:00 PM, Josephine Wong <josephine.wong@eqinsurance.com.sg> wrote:

Without Prejudice

Dear Xavier

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,

Josephine Wong

Senior Executive | Claims

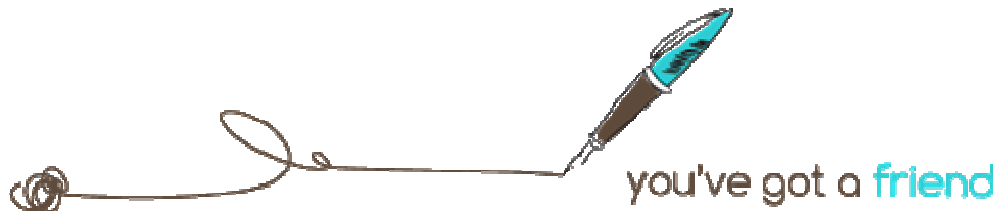


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Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Advance Auto Garage <advanceag@hotmail.com>

Sent: Monday, 21 November 2022 3:42 PM

To: motor claims <motorclaims@eqinsurance.com.sg>

Subject: Accident on 19/11/2022 between SLX6165A & SND7683X at/along Sinopec Bukit Timah

Our Ref: SLX6165A

Your Ref: SND7683X

Dear Sir/Mdm,

PRE-REPAIR INSPECTION NOTICE

Dear Sirs,

We act for Goh Yaw Jye, owner of SLX6165A that was damaged as a result of the above accident.

Please take note that our client's motorcar is presently located at his repairer's workshop,

Advance Auto Garage

23 Kaki Bukit Ave 4, #04-01

Vicom Kaki Bukit

Singapore 415933

TEL: 9007 9247

Email: advanceag@hotmail.com

ATTN: Xavier Lim

In the circumstances, kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

For a direct and amicable settlement, kindly send us your panel of surveyors for us to choose from.

As provided by NIMA Protocol, take note that our client shall proceed to appoint his own surveyor and repair his vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

Best Regards,

Xavier Lim

(+65) 9007 9247

Advance Auto Garage

23 Kaki Bukit Avenue 4, #04-01

Vicom Kaki Bukit Inspection Center

Singapore 415933