

## Meng Yan (LKK Auto)

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**From:** Jie Si Neo <jiesi.neo@eqinsurance.com.sg>  
**Sent:** Monday, 12 December 2022 8:57 AM  
**To:** assignments  
**Cc:** Jaime Tay  
**Subject:** PRS FOR SMZ5892C ; EQI REF: DM22HO02132/JT  
**Attachments:** OI - GX5787X.pdf; TP - SMZ5829C (GX5787X).pdf; SMZ5892C ESTIMATE 06.12.2022.pdf

Dear Sirs,

Please assist this PRS.

The officer in-charge is Ms. Jaime Tay, copied in here.

Attached the necessary documents.

Kindly acknowledge receipt of this email.

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:** Elmer Alfonso <elmer@tanchong.com>  
**Sent:** Saturday, 10 December 2022 8:27 AM  
**To:** Jie Si Neo <jiesi.neo@eqinsurance.com.sg>  
**Cc:** Hamzah Bin Sa'ad <hamzah\_saad@tanchong.com>  
**Subject:** Re: PRS - ACCIDENT INVOLVING MY CLIENT VEHICLE SMZ5892C AND YOUR INSURED VEHICLE GX5787X ON 06.12.2022 (REQUEST SURVEY ON 13.12.2022 11:00 AM) ; EQI REF: DM22HO02132/JT

**6) LKK Auto Consultants Pte Ltd**

Tel: 6256-3561

Fax: 6741-4108

Elmer M. Alfonso  
Service Executive  
19 Ubi Road 4  
Singapore 408623  
TEL: 67038691 HP: 96450084  
Email: [elmer@tanchong.com](mailto:elmer@tanchong.com)

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**From:** Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Sent:** Friday, December 9, 2022 5:13 PM  
**To:** Elmer Alfonso <[elmer@tanchong.com](mailto:elmer@tanchong.com)>  
**Cc:** Hamzah Bin Sa'ad <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>; Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Subject:** RE: PRS - ACCIDENT INVOLVING MY CLIENT VEHICLE SMZ5892C AND YOUR INSURED VEHICLE GX5787X ON 06.12.2022 (REQUEST SURVEY ON 13.12.2022 11:00 AM) ; EQI REF: DM22HO02132/JT

**WITHOUT PREJUDICE**

Dear Elmer,

We are prepared to have a direct settlement, with quantum to be agreed.

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)”**

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Regards,

**Neo Jie Si**

Senior Executive | Claims



EQ Insurance Company Limited



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you've got a friend

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**From:** Elmer Alfonso <[elmer@tanchong.com](mailto:elmer@tanchong.com)>

**Sent:** Friday, 9 December 2022 4:54 PM

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

**Cc:** Hamzah Bin Sa'ad <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>

**Subject:** ACCIDENT INVOLVING MY CLIENT VEHICLE SMZ5892C AND YOUR INSURED VEHICLE GX5787X ON 06.12.2022 (REQUEST SURVEY ON 13.12.2022 11:00 AM)

Prior the above, my client wishes to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental . Can you Arrange survey on 13.12.2022 11:00 am owner waiting here at AUTOLUTION INDUSTRIAL PTE LTD address 19 UBI ROAD 4 SINGAPORE 408623

Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate.

Regards,

Elmer M. Alfonso  
Service Executive  
19 Ubi Road 4  
Singapore 408623  
TEL: 67038691 HP: 96450084  
Email: [elmer@tanchong.com](mailto:elmer@tanchong.com)

