

Meng Yan (LKK Auto)

From: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>
Sent: Wednesday, 22 March 2023 5:32 PM
To: assignments
Subject: PRS FOR SLT9121C ; EQI REF: DM23HO00368/JS (GBC1019B)
Attachments: 2023.02.20-PRS letter for SLT9121C to EQ.pdf; GIA & police report of SLT9121C.pdf

Dear Sirs,

Please assist this PRS on Without Prejudice basis.

Attached the necessary documents. Our insured has not reported yet.

Kindly acknowledge receipt of this email.

Thank you.

“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,

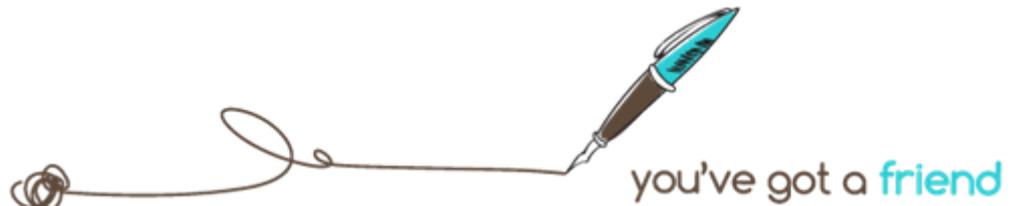
Neo Jie Si

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



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: Jie Si Neo
Sent: Wednesday, 22 March 2023 5:03 PM
To: 'Kitty Tan' <kitty_tan@rssolomon.com>

Cc: 'natalie_ng@rssolomon.com' <natalie_ng@rssolomon.com>; 'Lua SiewHui' <lua_siewhui@rssolomon.com>
Subject: RE: PRE-REPAIR SURVEY TRAFFIC ACCIDENT INVOLVING SLT9121C AND GBC1019B ON 15TH APRIL 2022 AT ABOUT 1420 HRS [2302-7580 (FIX)(PD)] // EQI REF: DM23HO00368/JS

WITHOUT PREJUDICE

Dear Kitty,

We refer to your email of 22 Mar 2023.

We are objecting to your client's proposed surveyor.

Please be informed that we will be appointing M/s LKK Auto Consultants Pte Ltd for survey to your client's vehicle.

Thank you.

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

Announcement

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Regards,

Neo Jie Si
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From: Kitty Tan <kitty_tan@rssolomon.com>
Sent: Wednesday, 22 March 2023 10:49 AM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Natalie Ng <natalie_ng@rssolomon.com>; Lua SiewHui <lua_siewhui@rssolomon.com>
Subject: RE: PRE-REPAIR SURVEY TRAFFIC ACCIDENT INVOLVING SLT9121C AND GBC1019B ON 15TH APRIL 2022 AT ABOUT 1420 HRS [2302-7580 (FIX)(PD)] // EQI REF: DM23HO00368/JS

Without Prejudice
Save As To Costs

Dear Sirs,

We refer to your email dated 21st February 2023.

We have our client's instructions to reject your surveyors and to appoint Prominent Appraiser Services Pte Ltd as independent surveyor for the pre-repair survey ("PRS").

Kindly please arrange the surveyor to contact Ms. Irene Lee at her Office No. 67104077 and Mobile No. 91002311 for a mutual date/time to carry out the PRS located at: -

Fix Auto Pte Ltd
5 Soon Lee Street
#01-61 Pioneer Point
Singapore 627607

Thank you and best regards,

Kitty Tan | Legal Secretary



R. S. Solomon LLC
Advocates & Solicitors

300 Beach Road
The Concourse #12-02/03/04
Singapore 199555

T: +65 6817 7498

F: +65 6292 2665

E: kitty_tan@rssolomon.com

The contents of this email (including any attachment) are strictly confidential and may contain privileged information. If you are not the intended recipient, please notify us IMMEDIATELY and delete this email (including any attachments) from your computer system. Thank you.

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Sent: 21 February, 2023 9:00 AM

To: Kitty Tan <kitty_tan@rssolomon.com>

Cc: Natalie Ng <natalie_ng@rssolomon.com>; Lua SiewHui <lua_siewhui@rssolomon.com>

Subject: RE: PRE-REPAIR SURVEY TRAFFIC ACCIDENT INVOLVING SLT9121C AND GBC1019B ON 15TH APRIL 2022 AT ABOUT 1420 HRS [2302-7582 (FIX)(PD)] // EQI REF: DM23HO00368/JS

Without Prejudice
Save As To Costs

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

Dear Kitty,

Our insured has not reported the accident. Please let us have your video footage, scene photos and PIR.

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.

<p>1) AJAX Inspection Services Pte Ltd</p> <p>Tel: 6255 0808</p> <p>Fax: 6849 9155</p>	<p>2) LBS Automotive Appraisal Pte Ltd</p> <p>L.B.S. Auto Consultants Pte Ltd</p> <p>Tel: 6281 6690 / 62832866</p> <p>Fax: 6281 8748</p> <p>Contact Person: Amy/ Grace</p>
<p>3) RT Appraisal Pte Ltd</p> <p>Tel: 67486076</p> <p>Fax: 67480361</p> <p>Contact Person: Elson/Elgene</p>	<p>4) Priority Services</p> <p>Tel: 62934822</p> <p>Fax: 62963283</p> <p>Contact Person: Sharon</p>
<p>5) Formteam Adjusters Pte Ltd</p> <p>Tel: 65091788</p> <p>Fax: 65096221</p>	<p>6) LKK Auto Consultants Pte Ltd</p> <p>Tel: 6256-3561</p> <p>Fax: 6741-4108</p>
<p>7) Appraisals Associates Pte Ltd</p> <p>Tel : 67472822</p> <p>Fax: 67470070</p>	<p>8) Infiniti Appraisal Service</p> <p>Tel : 96684818/90099001</p> <p>Fax: 64587432</p>
<p>9) Automobile Inspection Services Pte Ltd</p> <p>Tel: 6286 0155</p> <p>Fax: 6284 1539</p> <p>Contact Person: Sophia</p>	

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 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg

Announcement

As we endeavor 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



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From: Kitty Tan <kitty_tan@rssolomon.com>
Sent: Monday, 20 February 2023 12:39 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Natalie Ng <natalie_ng@rssolomon.com>; Lua SiewHui <lua_siewhui@rssolomon.com>
Subject: RE: PRE-REPAIR SURVEY TRAFFIC ACCIDENT INVOLVING SLT9121C AND GBC1019B ON 15TH APRIL 2022 AT ABOUT 1420 HRS [2302-7582 (FIX)(PD)]

Dear Sirs,

We act for the owner ('our Client') of vehicle no. SLT9121C.

Our Client's vehicle was involved in the aforesaid accident with your insured's vehicle no. GBC1019B at the material time. As a result, our Client's vehicle was damaged and before our Client proceeds to repair his vehicle, please let us know within 2 working days upon receipt of this notice whether you intend to conduct a pre-repair survey of our Client's vehicle within the stipulated timeline, our Client will proceed to repair the vehicle without further reference to you.

Please see below, the following documents for your necessary action:-

1. Our letter of even date; and
2. GIA and Police Report lodged by our Client.

Please be informed that the said vehicle can be inspected at: -

Name of workshop: **Fix Auto Pte Ltd**

Address : 5 Soon Lee Street #01-61 Pioneer Point Singapore 627607

Contact : Ms. Irene Lee at Office No. 67104077 and Mobile No. 91002311

We are instructed by our client to appoint Prominent Appraiser Services Pte Ltd as the surveyor for the pre-repair survey.

Kindly let us hear from you soonest.

Thank you and best regards,

Kitty Tan | Legal Secretary



R. S. Solomon LLC
Advocates & Solicitors

300 Beach Road
The Concourse #12-02/03/04
Singapore 199555

T: +65 6817 7498

F: +65 6292 2665

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