

## Celine Fong (LKKAuto)

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**From:** Celine Fong (LKKAuto)  
**Sent:** Friday, 14 April 2023 3:03 PM  
**To:** Jie Si Neo  
**Cc:** Xin Yu (LKK Auto)  
**Subject:** RE: PRS FOR SNB4393M ; EQI REF: DM23HO00702/JS (SLD1801K)  
**Attachments:** Preliminary Advice.PDF

Dear Jie Si,

Enclosed herewith preliminary advice of SNB 4393M.

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:** Jie Si Neo <jiesi.neo@eqinsurance.com.sg>  
**Sent:** Monday, April 3, 2023 9:21 AM  
**To:** assignments <assignments@lkkauto.com>  
**Subject:** PRS FOR SNB4393M ; EQI REF: DM23HO00702/JS (SLD1801K)

Dear Sirs,

Please assist this PRS.

Attached are 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

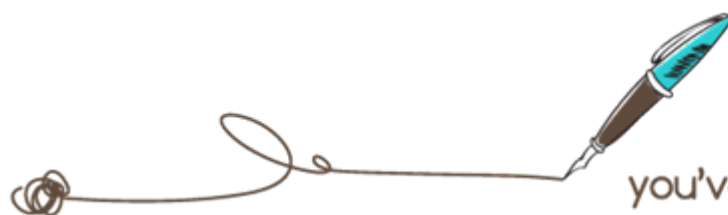


**EQ Insurance Company Limited**

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:** Go Chee Han <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>

**Sent:** Monday, 3 April 2023 9:07 AM

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

**Subject:** RE: < PRI > FW: Accident involving motor vehicle nos. SNB4393M & SLD1801K ( ALONG 64 UPPER SERANGOON ROAD ) Accident date: 28-3-2023 ; EQI REF: DM23HO00702/JS

Dear Jie Si,

This time round will take LKK.

Thanks

Your Sincerely,

GO CHEE HAN

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272

Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

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

**Sent:** Monday, 3 April 2023 8:55 am

**To:** Go Chee Han <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>

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

**Subject:** RE: < PRI > FW: Accident involving motor vehicle nos. SNB4393M & SLD1801K ( ALONG 64 UPPER SERANGOON ROAD ) Accident date: 28-3-2023 ; EQI REF: DM23HO00702/JS

**This email was sent from outside of your organisation**

**WITHOUT PREJUDICE**

Dear Chee Han,

Please note that the accident date is on **28/03/2023**.

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.

<b>1) AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	<b>2) LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd  Tel: 6281 6690 / 62832866  Fax: 6281 8748  Contact Person: Amy/ Grace
<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



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**From:** Go Chee Han <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>

**Sent:** Friday, 31 March 2023 5:55 PM

**To:** motor claims <[motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)>

**Subject:** Accident involving motor vehicle nos. SNB4393M & SLD1801K ( ALONG 64 UPPER SERANGOON ROAD )  
Accident date: 29-3-2023

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SNB4393M ), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number SLD1801K ) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at [cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)

Your Sincerely,

GO CHEE HAN

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272

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From:  
[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)

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