

Meng Yan (LKK Auto)

From: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>
Sent: Tuesday, 11 April 2023 4:04 pm
To: assignments
Subject: PRS FOR SMH4995G ; EQI REF: DM23HO00753/JS (GBK212Z)
Attachments: SMH4995G GIA Report.pdf; GBK212Z - OI.pdf

Dear Sirs,

Please assist this PRS.

Attached are the necessary documents.

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: JL Perfect Autowork <jlperfectautowork@gmail.com>

Sent: Tuesday, 11 April 2023 3:44 PM

To: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>; motor claims <motorclaims@eqinsurance.com.sg>

Subject: Re: <PRS> SMH4995G (Pre-Inspection) / Your Vehicle : GBK212Z | DOA - 07/04/2023 ; EQI REF: DM23HO00753/JS

Dear Jie Si,

Please find enclosed our client's (SMH4995G) GIA Report for your kind attention.

Please arrange **LKK Auto Consultants Pte Ltd** to come and conduct the survey for vehicle SMH4995G.

Thank You.

Regards,

Irene

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Tue, Apr 11, 2023 at 12:39 PM JL Perfect Autowork <jlperfectautowork@gmail.com> wrote:

Dear Jie Si,

We refer to the above matter and our email dated 10/04/2023.

Kindly update the status of the survey arrangement and we are looking forward to hearing from you soon.

Thank You.

Regards,

Irene

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Mon, Apr 10, 2023 at 2:25 PM JL Perfect Autowork <jlperfectautowork@gmail.com> wrote:

Dear Jie Si,

Please arrange **LKK Auto Consultants Pte Ltd** to come and conduct the survey for vehicle SMH4995G.

Thank You.

Regards,

Irene

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Mon, Apr 10, 2023 at 2:13 PM Jie Si Neo <jiesi.neo@eqinsurance.com.sg> wrote:

WITHOUT PREJUDICE

Dear Irene,

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Please note that our insured has not reported the accident yet.

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.

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

Announcement

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

Regards,

Neo Jie Si

Senior Executive | Claims



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From: JL Perfect Autowork <jlperfectautowork@gmail.com>

Sent: Monday, 10 April 2023 1:40 PM

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

Subject: Re: SMH4995G (Pre-Inspection) / Your Vehicle : GBK212Z | DOA - 07/04/2023

Dear Sir / Madam,

We refer to the above matter.

Any update on the survey arrangement for vehicle SMH4995G?

We are looking forward to hearing from you soon.

Thank You.

Regards,

Irene

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Sat, Apr 8, 2023 at 5:24 PM JL Perfect Autowork <jlperfectautowork@gmail.com> wrote:

Dear Sir / Madam,

We are instructed by **Teo Wek Kiang** to notify you of a road traffic accident on **07/04/2023** at about **13:30 hours** at/along **PIE towards Mac Pherson Road** involving our client's/customer's vehicle registration number **SMH4995G** and vehicle registration number **GBK212Z** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

Irene

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

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Singapore 415875