

Meng Yan (LKK Auto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 5 May 2023 2:55 pm
To: 'Zhe Wei Kek'; assignments
Cc: Claims
Subject: RE: <NEW SURVEY> ARRANGE FOR SURVEY FOR SHF636P // EQI REF: DM23HO00944/JT (GBK5771T)

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Zhe Wei,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS assignment.

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



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: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Sent: Friday, 5 May 2023 2:49 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: <NEW SURVEY> ARRANGE FOR SURVEY FOR SHF636P // EQI REF: DM23HO00944/JT

Hi Jamie,

Kindly assign LKK for the survey.

Thank you.

Kek Zhewei
05/05/2023

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 5 May 2023 2:48 pm
To: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: <NEW SURVEY> ARRANGE FOR SURVEY FOR SHF636P // EQI REF: DM23HO00944/JT

Without Prejudice
Save As To Costs

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

Dear Zhe Wei,

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 Fax: 6284 1539 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

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



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: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Sent: Thursday, 4 May 2023 5:49 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: <NEW SURVEY> ARRANGE FOR SURVEY FOR SHF636P

Hi Jamie,

Your request is enclosed.

Thank you.

Kek Zhewei
04/05/2023

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Thursday, 4 May 2023 4:16 pm
To: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Subject: RE: <NEW SURVEY> ARRANGE FOR SURVEY FOR SHF636P

WITHOUT PREJUDICE

Dear Zhewei,

Please let us have your client's GIA report.

GNK5771T - 04/05/2023 AT 1245Hrs - SHF636P

We do not have insured vehicle **GNK5771T** in our records.

Thank you.

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

Announcement

As we endeavour 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



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.

-----Original Message-----

From: Zhe Wei Kek <zhewei.kek@transcab.com.sg>

Sent: Thursday, 4 May 2023 3:49 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Claims <claims@transcab.com.sg>

Subject: RE: ARRANGE FOR SURVEY FOR SHF636P

DEAR ALL,

Please arrange for survey as below :

GNK5771T - 04/05/2023 AT 1245Hrs - SHF636P

Lunch time : 12pm - 1pm.

Kindly avoid arranging survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate

Best Regards,
Kek Zhewei
Claims Officer

This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet