

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 15 August, 2018 3:34 PM
To: Justin Wong
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN
Attachments: Email to OI dd 190718.pdf; LETTER TO OI.pdf

Dear Justin,

We refer further to the below email.

As per below instructions, we had sent our letter and email to our Insured (as attached).

However, till date, we have not receive any feedback from the Insured.

Kindly advise if we can proceed to do Direct Settlement to TP repairer in view of PIR and Insured's no feedback and inactivity.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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From: Francis Ng [mailto:francis.ng@eqinsurance.com.sg]
Sent: Tuesday, 12 June, 2018 3:55 PM
To: Vic (LKKAUTO)
Cc: Admin A; Shu Pei (LKKAUTO)
Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Vic,

We spoke a while ago.

We are prepared to direct settle with the workshop concerned.

However, please first write to the insured giving him 7 days' notice about our intention to deal with the third party claim and as a consequence, his NCD will be affected.

Please also copy to the intermediary/agent/broker the contents of this letter.

Thank you.

Regards,
Francis Ng
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, June 12, 2018 11:49 AM

To: Francis Ng <francis.ng@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Francis,

We refer to your below email.

We noted on the Insured's Driver's Police Report that there was no collision. However, PIR shows that stern warning was given to the Insured Driver for this reported incident.

Please advise further instruction.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]

Sent: Monday, 11 June, 2018 2:13 PM

To: Vic (LKKAUTO)

Cc: Admin A; Shu Pei (LKKAUTO)

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Vic,

Our insured's report is attached.

Regards,

Francis Ng

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190

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From: Francis Ng

Sent: Friday, June 8, 2018 2:49 PM

To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAUTO) <shupe@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Vic,

Our insured has to-date not reported the accident.

Regards,

Francis Ng

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110



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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, June 8, 2018 2:40 PM

To: Francis Ng <francis.ng@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Francis,

We refer to the below email.

Please advise if our Insured had lodged the accident report.

TP owner is now chasing for update and may take further legal action as one of their options (see attached email).

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]

Sent: Friday, 25 May, 2018 9:35 AM

To: Vic (LKKAUTO)

Cc: Admin A; Shu Pei (LKKAUTO)

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Vic,

Thank you for your email and attached PIR.

The insured has not reported the accident despite our reminders.

We shall be escalating the matter to the Traffic Police.

Regards,
Francis Ng
Executive | Claims

EQ Insurance Company Limited

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did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190
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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, May 25, 2018 9:23 AM

To: Francis Ng <francis.ng@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m; EQ REF: DM18HO00410/FN

Dear Francis,

Please advise if Insured had reported.

TP claimant is chasing for an update.

Meanwhile, TP had furnished us a copy of PIR where Insured was charged for Careless Driving. Kindly refer to the attached copy of PIR.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)
Sent: Friday, 11 May, 2018 8:53 AM
To: 'Francis Ng'
Cc: Admin A; Shu Pei (LKKAUTO); Vic (LKKAUTO)
Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m.

Dear Francis,

Please advise if Insured had reported.

TP claimant is chasing for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]
Sent: Friday, 6 April, 2018 12:29 PM
To: Shu Pei (LKKAUTO)
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m.

Dear Shu Pei,

SJD4691P still has not reported.

Regards,

Francis Ng

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190

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From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

Sent: Wednesday, April 4, 2018 12:02 PM

To: Francis Ng <francis.ng@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m.

WITHOUT PREJUDICE

Dear Francis,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto)

Sent: Wednesday, 21 March 2018 12:22 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: eqiprs@eqinsurance.com.sg; Joel Goh <joel.goh@eqinsurance.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m.

Your ref: TBA

LKK ref : CC4/EQ18002214/T1hs3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Meanwhile, please advise whether insured has reported. If so and let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto)

Sent: Friday, 9 February 2018 8:44 AM

To: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m.

Dear Lynn,

Thanks and noted.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Friday, 9 February 2018 8:39 AM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m.

Dear Shirley

Our insured has yet lodge the GIA report

Thank You.

Regards,
Lynn Ahmad
Executive | Claims



EQ Insurance Company Limited

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did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4190

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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Thursday, February 8, 2018 7:52 PM

To: Bazlin Ahmad; Vic (LKKAuto)

Cc: Admin A; Asher Sng (LKKAuto)

Subject: FW: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m.

RE-SEND

Your ref: TBA

LKK ref : CC4/EQ18002214/T1hs3

WITHOUT PREJUDICE

Dear Lynn,

We refer to the above matter.

We have inspected TP vehicle SGV 156K at M/s ComforDelGro Engineering Pte Ltd - Pandan Road.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, please advise whether insured has reported. If so and let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto)

Sent: Monday, 5 February 2018 12:02 PM

To: 'Bazlin Ahmad' <bazlin.ahmad@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m.

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Monday, 5 February 2018 8:46 AM

To: CDGE Pandan Private Cars Crash Repair Counter <pandan_cr@sparkcarcare.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P ~ Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m.

Without Prejudice
Save As To Costs

Dear Chee Wei

Sorry for the late reply as I was on MC on last Thursday & Friday.

Will arrange LKK to survey your client's car.

Our insured has yet lodge GIA report, without our insured report, we are unable confirm the liability.

Aside to LKK

Kindly attend to the new assignment.
Vehicle is at 45 Pandan Road.

Thank You.

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4190

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From: CDGE Pandan Private Cars Crash Repair Counter [mailto:pandan_cr@sparkcarcare.com]

Sent: Wednesday, January 31, 2018 6:24 PM

To: Bazlin Ahmad

Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P .Along PIE near Iornie road Dated 10 January 2018 Time :15.20 p.m.

Importance: High

Hi Bazlin ,

We prefer LKK Auto Consultants Pte Ltd

Please arrange survey at 45 Pandan Road

Best Regards,

Wong Chee Wei
Crash Repair Pandan
DID 68676919
HP 97239882

From: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>
To: CDGE Pandan Private Cars Crash Repair Counter <pandan_cr@sparkcarcare.com>
Date: 01/31/2018 11:08 AM
Subject: RE: FW: Check liability accident involving for our client vehicle no SGV156K and EQ insured vehicle no. SJD4691P .Along PIE near lornie road
Dated 10 January 2018 Time :15.20 p.m.

Without Prejudice

Dear Sir,

We refer to your Notice of Accident of even date.

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 Contact person : Joey/Joseh	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon Kho
5) RT Appraisal Pte Ltd	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108

Tel: 67486076 Fax: 67480361 Contact Person: Ricky Teng	
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328 Contact Person: Edna Lee	

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.

Regards,

Lynn Ahmad
Executive | Claims



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did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223
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From: CDGE Pandan Private Cars Crash Repair Counter [mailto:pandan_cr@sparkcarcare.com]

Sent: Friday, January 26, 2018 8:45 AM

To: Bazlin Ahmad

Subject: Re: FW: Check liability accident involving for our client vehicle noSGV156K and Your insured vehicle no.SJD4691P .Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m

Importance: High

Hi Bazlin ,

For above subject ,Please advice on liability and arrange survey .

Thanks ,

Best Regards,

Wong Chee Wei
Crash Repair Pandan
DID 68676919
HP 97239882

From: Janet Tan <janet.tan@eqinsurance.com.sg>

To: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>

Cc: "pandan_cr@sparkcarcare.com" <pandan_cr@sparkcarcare.com>

Date: 01/23/2018 10:48 AM

Subject: FW: Check liability accident involving for our client vehicle noSGV156K and Your insured vehicle no.SJD4691P .Along PIE near lornie road
Dated 10 January 2018 Time :15.20 p.m

Lynn,

For your necessary action.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND
Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223
4190

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From: CDGE Pandan Private Cars Crash Repair Counter [mailto:pandan_cr@sparkcarcare.com]

Sent: Tuesday, January 23, 2018 10:18 AM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Subject: Fw: Check liability accident involving for our client vehicle noSGV156K and Your insured vehicle no.SJD4691P .Along PIE near lornie road Dated 10 January 2018 Time :15.20 p.m

Importance: High

Hi Janet ,

Good morning ,

With reference attached above mentioned matter.We would like to request you to confirm liability for our client vehicle no.SGV156K.

Please on liability and arrange survey at 45 Pandan Road

Best Regards,

Wong Chee Wei
Crash Repair Pandan
DID 68676919
HP 97239882