

## Vivian Lau (LKKAUTO)

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**From:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Sent:** Sunday, 12 August, 2018 10:35 AM  
**To:** Vivian Lau (LKKAUTO)  
**Cc:** Thin Thin (LKKAUTO)  
**Subject:** DM18HO00423/JT TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E  
**Attachments:** LKK Inspection Photos.pdf; LKKAdjustment1.pdf; LKKInspection.pdf; LOD.pdf

Dear Vivian

Please proceed to offer up to \$11,108.60.

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

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]  
**Sent:** Friday, August 10, 2018 5:39 PM  
**To:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Cc:** Thin Thin (LKKAUTO) <thinthin@lkkauto.com>  
**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

Your ref: TBA

LKK ref : CC4/EQI18003035/R1ws3

Dear Janet

### ACCIDENT INVOLVING SJU 8680E & SLC 9724C & OTHERS ON 12/02/2018 ALONG CTE

We refer to the above matter

This is a chain collision involving 3 vehicles chain collision where OI was the last vehicle

In accordance to the MCF guideline, we have to settle 3<sup>rd</sup> claim at 100%.

We have surveyed the vehicle, and relevant supporting documents was enclose for your perusal.

We seek your approval to offer to TP repairer Cycle & Carriage Kia Pte Ltd – Pandan Gardens is as follows:

	Amount Claimed	Amount Revised
1. Cost of Repair (+GST)	S\$ 17,371.45	S\$ 10,250.60
2. Loss of Rental (\$ 100.00 x8 days+ GST )	S\$ 1,605.00	S\$ 856.00( Surveyor recommend 6 days)
4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 18,978.45	S\$ 11,108.60

**Amount of claim at liability 100% S\$ 11,108.60**

**For your approval please.**

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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**From:** Shirley Hiew (LKK Auto)

**Sent:** Friday, 2 March, 2018 2:08 PM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

**Your ref: TBA**

**LKK ref: CC4/EQ18003035/R1ws3**

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLC 9724C at M/s Cycle & Carriage Kia Pte Ltd – Pandan Gardens.

Enclosed revert of estimated cost of repair and preliminary advice in due course.

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

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**From:** Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]

**Sent:** Wednesday, 14 February 2018 5:19 PM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

Dear Shirley

As attached.

Regards,

**Janet Tan**

Senior Executive | Claims



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

**Sent:** Wednesday, February 14, 2018 5:14 PM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

**Your ref: TBA**

**LKK ref : CC4/EQ18003035/ws3**

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s Cycle & Carriage Kia Pte Ltd – Pandan Gardens.

We have not authorized repairs.

We will revert preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

***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](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Wednesday, 14 February 2018 4:12 PM

**To:** 'Janet Tan' <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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

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**From:** Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]

**Sent:** Wednesday, 14 February 2018 10:54 AM

**To:** Tay Jian Ye <[jianye.tay@cyclecarriage.com.sg](mailto:jianye.tay@cyclecarriage.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Yusof Bin Hashim <[yusof.hashim@cyclecarriage.com.sg](mailto:yusof.hashim@cyclecarriage.com.sg)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

***Without Prejudice***

***Save As To Costs***

Dear Jian Ye

Liability clear. We can agree on direct settlement.

Aside to surveyor from LKK, please arrange to attend to the PRS.

Regards,

**Janet Tan**

Senior Executive | Claims



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**From:** Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]

**Sent:** Wednesday, February 14, 2018 10:46 AM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina  
<[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Yusof Bin Hashim <[yusof.hashim@cyclecarriage.com.sg](mailto:yusof.hashim@cyclecarriage.com.sg)>; Don Bong Kiong  
Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

**Importance:** High

Dear Janet,

I will choose LKK for the survey . Can I have the liability for this case

Tay Jian Ye  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339



WE DRIVE FIRST CLASS

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)



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**From:** Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]

**Sent:** Wednesday, 14 February, 2018 9:01 AM

**To:** Tay Jian Ye

**Cc:** Andre Chow En De; Edwin Abcede Caina; Yusof Bin Hashim; Don Bong Kiong Hua; Coco Lu Ting

**Subject:** RE: TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E

***Without Prejudice***

***Save As To Costs***

Dear Sir/Madam

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) Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b> <b>L.B.S. Auto Consultants Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> <b>Tel: 62934822</b> <b>Fax: 62963283</b> <b>Contact Person: Sharon</b>
<b>5) RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
<b>7) Kelvin Automotive Appraising Services</b> Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	<b>8) Automotive Appraiser &amp; Surveying Services</b> Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
<b>9) JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328	

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.

Regards,

**Janet Tan**

Senior Executive | Claims



**EQ Insurance Company Limited**

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



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**From:** Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]  
**Sent:** Tuesday, February 13, 2018 11:01 PM  
**To:** Elaine Cheong <[elaine.cheong@eqinsurance.com.sg](mailto:elaine.cheong@eqinsurance.com.sg)>; Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Yusof Bin Hashim <[yusof.hashim@cyclecarriage.com.sg](mailto:yusof.hashim@cyclecarriage.com.sg)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Subject:** TP CLAIM SLC9724C AGAIN YOUR INSURE SJU8680E  
**Importance:** High

To Officer In charge,

My client who is driving SLC9724C want to claims against SJU8680E which was insured by you.

Attach is the SAS report and repair quotation for your reference.

Please let me know the liability

Tay Jian Ye  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339

Cycle & Carriage Singapore \* 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 \* F: +65 6565 1240 \* [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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