

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 23 July 2020 1:31 PM  
**To:** Joel Goh  
**Cc:** Janice Chang  
**Subject:** RE: YOUR REF: DMCPHQ17-001789 (OUR REF: CC6/EQI18004204/T1ga3) \*\*\* ACCIDENT INVOLVING GBA 1560P & SJH 3602H ON 23/02/2018 \*\*\*

Dear Joel,

Yes, survey has been done previously.

Thanks

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Thursday, 23 July 2020 1:27 PM  
**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** Janice Chang <[janice@sngahtee.com](mailto:janice@sngahtee.com)>  
**Subject:** RE: YOUR REF: DMCPHQ17-001789 (OUR REF: CC6/EQI18004204/T1ga3) \*\*\* ACCIDENT INVOLVING GBA 1560P & SJH 3602H ON 23/02/2018 \*\*\*

Dear Cecilia

Please advise if there was any survey conducted.

### 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 -reachabl

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

Best Regards,  
Joel Goh

Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
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**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]

**Sent:** Thursday, July 23, 2020 1:00 PM

**To:** Jaime Tay; Janice Chang; Joel Goh

**Subject:** YOUR REF: DMCPHQ17-001789 (OUR REF: CC6/EQI18004204/T1ga3) \*\*\* ACCIDENT INVOLVING GBA 1560P & SJH 3602H ON 23/02/2018 \*\*\*

Dear Officer in charge,

TP wkshp inform our surveyor verbally that claimant did not proceed with repair.

And I also send a 10 days notice previously to them.

No reply from them too.

Thus, we will proceed to submit WP and close the case.

Thanks

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

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