

Shirley Hiew (LKK Auto)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Wednesday, 28 March 2018 11:37 AM
To: Shirley Hiew (LKK Auto)
Subject: Our ref: DM18HO00751/JT-FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018 *** LKK REF - CC4/EQI18005365/Dks3
Attachments: TP ESTIMATE- MARKED.pdf; Preliminary Advice.pdf; GBD2490K.PDF

Dear Shirley

As attached.

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



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From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Wednesday, March 28, 2018 10:51 AM
To: Janet Tan <janet.tan@eqinsurance.com.sg>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018 *** LKK REF - CC4/EQI18005365/Dks3

Your ref: TBA

LKK ref : CC4/EQI18005365/Dks3

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

We have inspected TP vehicle SJN 8784B at M/s Volkswagen Centre Singapore - Macpherson.

Enclosed for your perusal is:

- 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 Zaini and he can be contacted at DID: 6841 2132.

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

Sent: Thursday, 22 March 2018 1:21 PM

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

Subject: FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear all,

Please arrange to attend to the PRS.

Our insured driver has yet to complete his reporting. Shall revert to you on liability soonest possible.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Thursday, March 22, 2018 1:01 PM

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

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

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

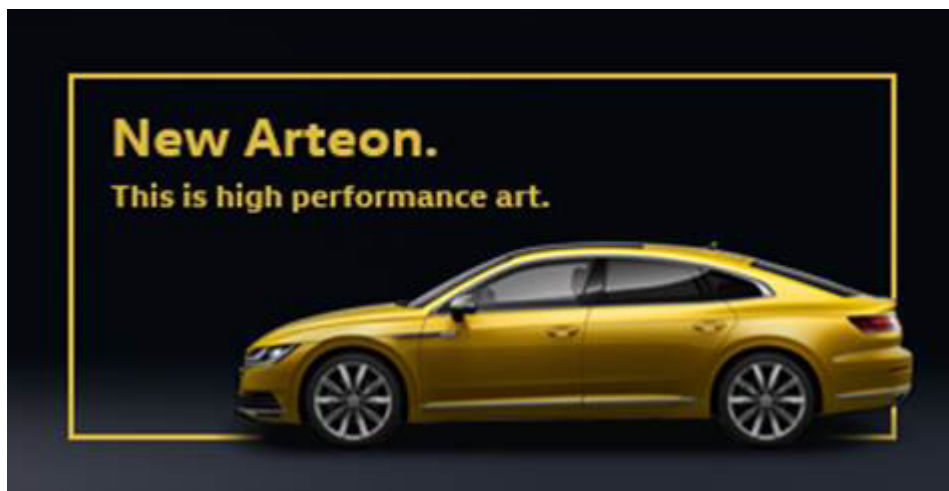
Please use LKK to survey the vehicle, thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]
Sent: Thursday, 22 March, 2018 10:11 AM
To: Tang, Shu Shi (VWG Singapore)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Without Prejudice
Save As To Costs

Dear Shu Shi

Please be informed that Elaine and Bazlin are no longer working in EQI

Our insured driver has yet to complete the reporting.

For Pre repair survey request, please email to eqiprs@eqinsurance.com.sg

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	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155
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Fax: 6849 9155	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
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
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	

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

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

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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Thursday, March 22, 2018 9:42 AM

To: Janet Tan <janet.tan@eqinsurance.com.sg>; Elaine Cheong <elaine.cheong@eqinsurance.com.sg>; Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>

Subject: FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

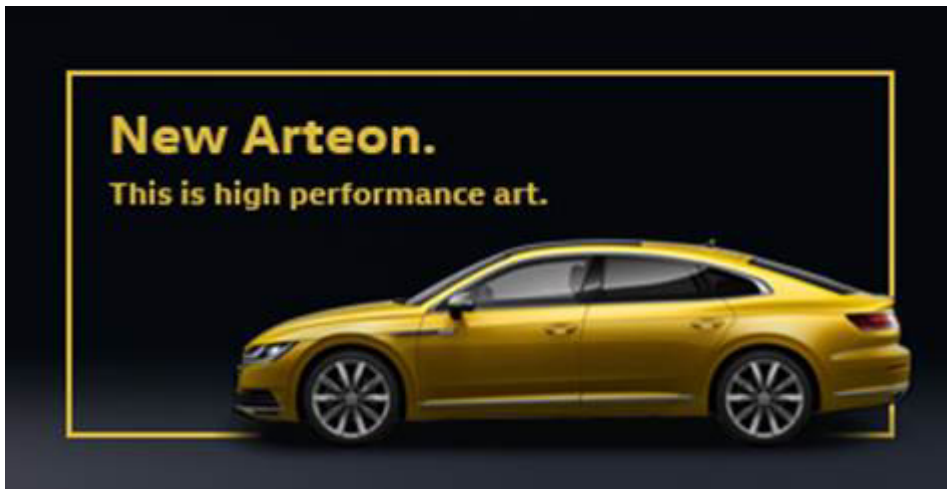
Please revert.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)

Sent: Tuesday, 20 March, 2018 5:40 PM

To: 'Janet Tan'; 'Bazlin Ahmad'; 'Elaine Cheong'

Subject: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 20 March, 2018 5:38 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP