

Shu Pei (LKKAUTO)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Wednesday, 28 March 2018 2:19 PM
To: Shu Pei (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018
***LKK REF:CC4/EQI18005641/T1pb3
Attachments: TP ESTIMATE- MARKED.PDF; Preliminary_Advice.pdf; SLM8333B.PDF

Dear Shu Pei

OI report 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: Shu Pei (LKKAUTO) [mailto:shupeil@lkkauto.com]
Sent: Wednesday, March 28, 2018 12:44 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018 ***LKK REF:CC4/EQI18005641/T1pb3

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SDX 1650T at M/s Volkswagen Centre Singapore.

Enclosed for your perusal is:

- Preliminary advice
- TP estimated cost of repair

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

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

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: Admin-D (LKKAuto)

Sent: Monday, 26 March 2018 6:51 PM

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

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

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear Janet,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer arrange survey on 27.03.2018.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 26 March 2018 3:13 PM

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

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear all,

Please assist to attend to this PRS.

Liability is cleared. Proceed to direct settle if 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: Monday, March 26, 2018 2:20 PM

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

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Hi,

Please use LKK.

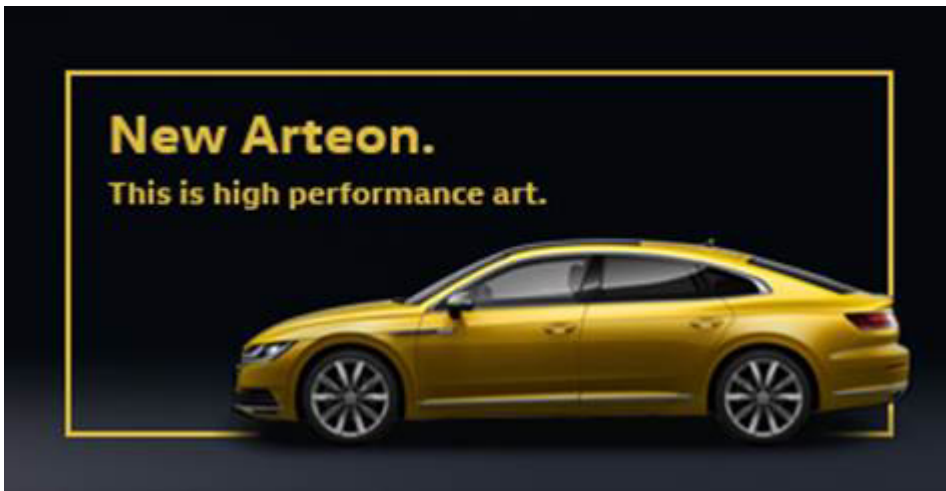
Thank you.

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: Monday, 26 March, 2018 1:40 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Without Prejudice
Save As To Costs

Dear Shu shi

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

Liability is cleared. We can agree on direct settlement.

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) 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
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108

Contact Person: Elson/Elgene	
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



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

Sent: Monday, March 26, 2018 1:03 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Hi Janet,

Please revert on liability & survey arrangement, 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: Tang, Shu Shi (VWG Singapore)
Sent: Thursday, 22 March, 2018 7:02 PM
To: 'Janet Tan'; 'eqiprs@eqinsurance.com.sg'
Subject: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear Claims,

Please revert on liability and 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: Thursday, 22 March, 2018 7:01 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP