

## Mei Kwan (LKKAuto)

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**From:** Admin-D (LKKAuto)  
**Sent:** Tuesday, 27 March, 2018 5:04 PM  
**To:** joel.goh@eqinsurance.com.sg  
**Cc:** Admin A; assignments  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/JG

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** HMK

Dear Joel,

Thank you for the assignment.

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

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]

**Sent:** Tuesday, 27 March 2018 4:41 PM

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

**Subject:** FW: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/JG

Dear LKK

Kindly assist to take over this direct settlement.

Best Regards,

**Joel Goh**

Executive | Claims



**EQ Insurance Company Limited**

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

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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



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**From:** Joel Goh  
**Sent:** Tuesday, March 27, 2018 4:38 PM  
**To:** Siti Nabilah PTCBC  
**Cc:** 'Suraidah B Saidi PTCBC'  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/JG

**Without Prejudice**

Dear Siti

We welcome direct settlement and will appoint LKK to take over this direct settlement.  
Kindly liaise with them directly.

Best Regards,

**Joel Goh**  
Executive | Claims



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]  
**Sent:** Tuesday, March 27, 2018 4:03 PM  
**To:** Joel Goh; Siti Nabilah PTCBC  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/JG

Hi Joel,

Attached as per requested.

*Warmest Regards,*  
**SURAIDAH**  
TPR TEAM, CLAIMS DEPT  
D: 6631 1887 | F: 6872 7260 | E: [suraidahb.saidi@inchcape.com.sg](mailto:suraidahb.saidi@inchcape.com.sg)  
Inchcape Centre  
Level 4, Bodycare Centre  
2 Pandan Crescent  
Singapore 128462  
[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingsapore.com.sg](http://www.toyotasingsapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg)

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Tuesday, 27 March 2018 3:50 PM

**To:** Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>

**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>

**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/JG

**Without Prejudice**

Dear Siti

Kindly assist to forward the estimate to us for our consideration.

Best Regards,

**Joel Goh**

Executive | Claims



**EQ Insurance Company Limited**

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

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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



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**From:** Francis Ng

**Sent:** Tuesday, March 27, 2018 2:44 PM

**To:** Joel Goh

**Cc:** Suraidah B Saidi PTCBC; Siti Nabilah PTCBC

**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN

Dear Joel,

Please assist.

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:** Siti Nabilah PTCBC [<mailto:Siti.Nabilah@inchcape.com.sg>]  
**Sent:** Friday, March 23, 2018 10:17 AM  
**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN  
**Importance:** High

Hi Francis,

We still yet to received any news from you.

Appreciate if you could revert to us on the liability clearance urgently as our client pressing for the same.

Thanks,  
Nabilah

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**From:** Siti Nabilah PTCBC  
**Sent:** Tuesday, 13 March 2018 4:39 PM  
**To:** 'Francis Ng' <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>; Sam San Joi UBI <[SanJoi.Sam@borneomotors.com.sg](mailto:SanJoi.Sam@borneomotors.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN  
**Importance:** High

Hi Francis,

Your insured has reported, appreciate if you could revert whether we can Direct Settlement with the LOR @100/day?

Thank you,  
Nabilah

---

**From:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Sent:** Thursday, 8 March 2018 2:00 PM  
**To:** Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>; Sam San Joi UBI <[SanJoi.Sam@borneomotors.com.sg](mailto:SanJoi.Sam@borneomotors.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN

Dear Sam,

Without Prejudice

Please advise the name of our surveyor who attended the PRI so we can instruct him to DS with your workshop?

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:** Siti Nabilah PTCBC [<mailto:Siti.Nabilah@inchcape.com.sg>]  
**Sent:** Thursday, March 8, 2018 11:03 AM  
**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>; Sam San Joi UBI <[SanJoi.Sam@borneomotors.com.sg](mailto:SanJoi.Sam@borneomotors.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN  
**Importance:** High

Hi Francis,

Appreciate if you could revert with the liability clearance.

As for survey, kindly liaise with Sam that is copied in this email.

Hi Sam,

Kindly assist.

Thank you,  
Nabilah

---

**From:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Sent:** Wednesday, 7 March 2018 4:43 PM  
**To:** Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN

Dear Nabilah,

Without Prejudice

Our insured has reported.

Was your vehicle surveyed by our appointed surveyor?

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

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**From:** Siti Nabilah PTCBC [<mailto:Siti.Nabilah@inchcape.com.sg>]  
**Sent:** Wednesday, March 7, 2018 3:00 PM  
**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018; EQ Ref: DM18HO00537/FN  
**Importance:** High

Hi Francis,

To date, has your insured reported?

If yes, appreciate if you could revert to us on the liability clearance urgently as our client pressing for the same.

Thank you,

Best Regards,  
**Nabilah**

---

**From:** Suraidah B Saidi PTCBC  
**Sent:** Wednesday, 7 March 2018 9:58 AM  
**To:** Siti Nabilah PTCBC <[Siti.Nabilah@inchcape.com.sg](mailto:Siti.Nabilah@inchcape.com.sg)>  
**Subject:** FW: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018

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**From:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Sent:** Monday, 26 February 2018 1:47 PM  
**To:** Tan Wei Yin <[weiyin.tan@eqinsurance.com.sg](mailto:weiyin.tan@eqinsurance.com.sg)>; Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Cc:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018

Dear Suraidah,

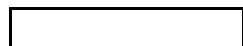
Without Prejudice

Please be informed that GBD1657D has not reported the accident.

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



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**From:** Tan Wei Yin  
**Sent:** Thursday, February 22, 2018 4:12 PM  
**To:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Cc:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018

Dear Suraidah,

Elaine is no longer with EQ.

The OIC for this matter is Mr Francis Ng, whom is copied in this email.

Please give him some time to look into the matter and he will get back to you.

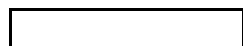
Thank you.

Regards,

**Tan Wei Yin**  
Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]  
**Sent:** Thursday, February 22, 2018 2:45 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)>; Tan Wei Yin <[weiyin.tan@eqinsurance.com.sg](mailto:weiyin.tan@eqinsurance.com.sg)>  
**Subject:** RE: Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018  
**Importance:** High

Dear All,

Refer to our email dated 01.02.2018, to date we have not hear from your good office.

Appreciate if any of you revert to us urgently as our client is checking on the status.

Thank you.

*Warmest Regards,*  
**SURAIDAH**  
**TPR TEAM, CLAIMS DEPT**  
**D: 6631 1887 | F: 6872 7260 | E: [suraidahb.saidi@inchcape.com.sg](mailto:suraidahb.saidi@inchcape.com.sg)**  
Inchcape Centre  
Level 4, Bodycare Centre  
2 Pandan Crescent  
Singapore 128462  
[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg)

---

**From:** Suraidah B Saidi PTCBC  
**Sent:** Thursday, 1 February 2018 4:29 PM  
**To:** 'elaine.cheong@eqinsurance.com.sg' <[elaine.cheong@eqinsurance.com.sg](mailto:elaine.cheong@eqinsurance.com.sg)>; 'janet.tan@eqinsurance.com.sg' <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; 'weiyin.tan@eqinsurance.com.sg' <[weiyin.tan@eqinsurance.com.sg](mailto:weiyin.tan@eqinsurance.com.sg)>  
**Subject:** Direct Settlement(SM) - Accident Involving SLL3904S & GBD1657D DOA 30.01.2018

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured GBD1657D thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$100 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle.

**As for liability clearance, kindly revert to this email.**

Your kind attention into the above is greatly appreciated.

Thank you.

*Warmest Regards,*  
**SURAIDAH**  
**TPR TEAM, CLAIMS DEPT**  
**D: 6631 1887 | F: 6872 7260 | E: [suraidahb.saidi@inchcape.com.sg](mailto:suraidahb.saidi@inchcape.com.sg)**  
Inchcape Centre  
Level 4, Bodycare Centre



2 Pandan Crescent  
Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg)

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