

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 16 January 2020 8:03 AM  
**To:** Joel Goh  
**Cc:** Admin A  
**Subject:** RE: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)// LKK  
REF: CC4/EQI18020774/T1pb3s2  
**Attachments:** PO DATED 20.11.18.pdf; DO DATED 03.12.18.pdf; DO DATED 11.12.18.pdf; DO  
DATED 02.01.19.pdf; Work Chart from 3rd party\_no of days..png

Dear Joel,

We refer the above matter.

For LOU, third party rejected our offer at 43days and counter propose 79days due to waiting spare parts.

Attached herewith are the supporting parts order documents as follows:-

- Parts Requisition Order dated 20/11/2018.
- 1<sup>st</sup> batch Factory Parts invoice /DO showing parts received on 3/12/2018.
- 2<sup>nd</sup> batch Factory Parts invoice /DO showing parts received on 11/12/2018.
- Last batch Factory Parts invoice /DO showing parts received on 2/1/2019.
- Work Chart for the breakdown of number of days.

We would like to seek your mandate to revise offer at **\$122,074.01(all-in)**. Summary is as follows: -

	3 <sup>rd</sup> party proposed	Revised Amount
1. Cost of Repair (w/GST)	\$ 111,122.01	\$ 111,122.01
2. Loss of Use (79days x \$150.00)	\$ 11,850.00	\$ 10,950.00(73days x \$150.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 122,974.01	<b><u>\$ 122,074.01</u></b>

Kindly let us have your further mandate/instruction.

Thank you.

*"Wishing you a Happy and Prosperous New Year"*



Best Regards,  
**Hsiao Tong, Chew (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Wednesday, 6 November 2019 9:49 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)// LKK REF: CC4/EQI18020774/T1pb3s2

Dear Hsiao Tong

Please proceed to resolve up to \$118,864.01.  
Please start offering loss of use from \$150.00/day first.

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)



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Tuesday, November 5, 2019 10:29 AM  
**To:** Joel Goh  
**Cc:** Admin A  
**Subject:** RE: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)// LKK REF: CC4/EQI18020774/T1pb3s2

Hi Joel,

As requested,

Market Value	: \$490,000.00 (est)
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LTA Rebate	: \$184,326.00 (est)
Nett Value	: \$305,674.00 (est)

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 21 October 2019 2:33 PM  
**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)// LKK REF: CC4/EQI18020774/T1pb3s2

EQ ref : **DM18HO03060-JG**

LKK ref : CC4/EQI18020774/T1pb3s2

Dear Sirs/Madam,

**ACCIDENT INVOLVING SBB161J(EQ-OI) AND SLU989U ON 08/11/2018**

We refer to the above matter.

The accident occurred when our insured made a U-turn and collided with third party who was driving straight. Liability is not in our insured's favour.

We seek your approval to offer Third Party repairer "**STUTTGART AUTO PTE LTD**" at **\$118,864.01(all-in).**

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 139,636.96	\$ 111,122.01
2. Loss of Use (79days x \$180.00)	\$ 14,220.00	\$ 7,740.00 (43days x \$180.00)
3. Loss of Use PRI (2days x \$180.00)	\$ 360.00	-
4. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 154,218.96	<b><u>\$ 118,864.01</u></b>

Surveyor recommended 29 days for repair + 6Saturday + 6Sunday + 1PH + 1PRS = 43days.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval/instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>

**Sent:** Tuesday, 20 November 2018 6:50 PM

**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>

**Subject:** RE: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLU 989U at M/s Stuttgart Auto Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Poh Kin and he can be contacted at DID: 6841-2132.

Thank you.

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@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:** Friday, 16 November 2018 9:49 AM

**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@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 CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)

Dear Sir/Mdm,

Thank you for the assignment.

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)

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

**Sent:** Friday, 16 November 2018 9:33 AM

**To:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)

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

**Subject:** RE: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018 (DM18HO03060-JG)

**Without Prejudice**

Dear Eva

We will appoint LKK to conduct survey on your client's vehicle.

Dear LKK

Please assist on the following PRS.

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:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) [<mailto:eva.kok@eurokars.com.sg>]

**Sent:** Thursday, November 15, 2018 7:19 PM

**To:** Joel Goh; Janet Tan; Elaine Cheong

**Subject:** FW: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018

**YOUR REF: SBB161J / OUR REF: SLU989U THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)**

Dear Sir/Mdm,

Kindly arrange the survey of our client's vehicle ASAP. ( **Vehicle in workshop** )

Attached is the ESTIMATE, SAS REPORT, SKETCH PLAN for your perusal

Thank you

Regards,



**Eva Kok**

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** Eva Kok

**Sent:** 15 November 2018 2:58 PM

**To:** 'elaine.cheong@eqinsurance.com.sg' <[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:** Janice Syn <[janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)>; Rick Teo <[rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg)>; Jobi Thomas <[jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg)>

**Subject:** FW: TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018

Hi Claims Department,

Please let us have your reply on the case above.

Vehicle above was in workshop waiting for survey.

Thank you

Regards,



**Eva Kok**

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** Eva Kok

**Sent:** 14 November 2018 8:51 AM

**To:** 'elaine.cheong@eqinsurance.com.sg' <[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:** Janice Syn <[janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)>; Rick Teo <[rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg)>; Jobi Thomas <[jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg)>

**Subject:** TP CLAIMS- SLU989U & SBB161J DOA 8/11/2018

**YOUR REF: SBB161J / OUR REF: SLU989U THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)**

Dear Sir/Mdm,

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Thank you

Regards,



**Eva Kok**

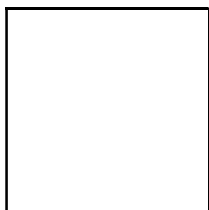
Insurance Claims Officer

27A Tanjong Penjuru

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T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)



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[www.avg.com](http://www.avg.com)