

**RE: Fw: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG //LKK Ref: CC4/EQI18021899/Gpb3s2**

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Thu 13/8/2020 12:33 PM

To: Lana <lana@bw.com.sg>

 1 attachments (33 KB)

COATING INV.pdf;

### **Without Prejudice**

Hi Lana,

Our principal had reviewed the matter and we noticed that it is your office had omitted to submit the coating bill(from your client). However out of goodwill, we are prepared to offer \$280.00 for the coating.

Please confirm acceptance.

***Please note that our offer is strictly for settlement to this case and not to be taken as precedent for future cases.***

***“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.***

***In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”***

***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,

**Hsiao Tong, Chew** | 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:** Lana <lana@bw.com.sg>

**Sent:** Wednesday, 12 August 2020 3:26 PM

**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Subject:** Re: Fw: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG //LKK Ref: CC4/EQI18021899/Gpb3s2

Dear Hsiao Tong

Thank you for your email and well noted on the LOD

Kindly assist to review and advise if customer could claim back the coating fee in this case. We will try to settle towing fee and LOU with customer

The paint protection work was done in November 2018 before the accident date 03/12/2018 (invoice attached for your reference)

Thank you  
Best regards,  
Lana

**BW Workshop Services Pte Ltd**  
**291 Kaki Bukit Avenue 1, Singapore 416080**  
**Contact: 6745 8800 / 9731 8883**

### **ARC - Accident Reporting Centre :**



On Wed, 12 Aug 2020 at 15:15, Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Without Prejudice

Hi Lana,

We refer the above matter.

As spoken earlier, we have settled the matter at \$18,022.34 as per your LOD submitted on 20/08/2019 and closed our file on 08/10/2019. The amount is in full & final settlement of the claim.

Please assist to advise your customer.

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,

**Hsiao Tong, Chew** | 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:** Softworkz Pte Ltd <[alvin@softworkz.net](mailto:alvin@softworkz.net)>

**Sent:** Wednesday, 12 August 2020 1:41 PM

**To:** Janice Goh <[janice.goh@eginsurance.com.sg](mailto:janice.goh@eginsurance.com.sg)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Lana <[lane@bw.com.sg](mailto:lane@bw.com.sg)>

**Subject:** Re: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG

Hi all,

I'll also like to state my case clearly,

- at the point of accident, my vehicle couldn't start and needed to be towed to the workshop. The total towing fee (receipt given to the workshop on the 3rd December 2018) SGD 120. The workshop told me EQI rejected this claim. How am I supposed to bring my vehicle to the workshop then??

- the total repair downtime was 50 days as the workshop mentioned that the battery was out of stocks. I did not have a vehicle to tie me through that period. Hence my total loss of use is 50 days. Workshop is telling me only 14 days is allowed!!??

- The paint protection coating invoice was also submitted to the workshop for claims submission right after sending the vehicle for repair. Total amount as stated in the invoice attached in the prior email by EQI. Workshop told me EQI rejected the claim as well.

I'm not asking for anything more, simply want to be compensated for the damages done by the other driver, my loss of use, towing fees, and the paint protection which was done prior to the accident.

Alvin

Mobile: 94882103

On Wed, 12 Aug 2020 at 1:26 PM, Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)> wrote:

Hi Hsiao Tong

Please assist and revert.

Thank you.

**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 -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

**Regards**

**Janice Goh**  
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](http://www.eqinsurance.com.sg)



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**From:** Softworkz Pte Ltd [mailto:[alvin@softworkz.net](mailto:alvin@softworkz.net)]  
**Sent:** Wednesday, August 12, 2020 12:03 PM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Cc:** Lana <[jana@bw.com.sg](mailto:jana@bw.com.sg)>  
**Subject:** Re: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG

Hi all,

Kindly keep me updated on the surveyor reply.  
As mentioned, I will also require an itemised list of what was submitted as claims, the date of submission, the itemised amount for each of the item and payout for each item.

Sincerely,  
Alvin Tang  
Director, Softworkz Pte Ltd  
mobile: +65-9488-2103  
website: [www.softworkz.net](http://www.softworkz.net)

On Tue, Aug 11, 2020 at 11:14 AM Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)> wrote:

Hi Mr Tang

We have received an email from your workshop last Friday. (Attached)

Please bear with it as we have informed our surveyor to liaise with your workshop directly and your workshop will revert to you in due course.

Thank you.

#### **Announcement**

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**Regards**

**Janice Goh**  
Executive | Claims



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**From:** Softworkz Pte Ltd [mailto:[alvin@softworkz.net](mailto:alvin@softworkz.net)]  
**Sent:** Tuesday, August 11, 2020 11:01 AM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Subject:** Re: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG

Hi Janice,

I am seeking your kind assistance in this matter as I am suspecting they mishandled my case and did not submit receipts for towing fees and paint protection for the claims.  
If EQI is not cooperating, I would have to file an enquiry on your conduct to FIDREC.

Sincerely,  
Alvin Tang  
Director, Softworkz Pte Ltd  
mobile: +65-9488-2103  
website: [www.softworkz.net](http://www.softworkz.net)

On Tue, Aug 11, 2020 at 10:57 AM Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)> wrote:

Hi Mr Tang

Our surveyed has settled with your workshop at \$18,022.34 being COR, Loss of Use and LTA search and payment has been paid in November 2019.  
Please liaise with your workshop on payment issue.

Thank you.

**Announcement**

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Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

**Regards**

**Janice Goh**

Executive | Claims

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00 Tower Block MND

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**From:** Softworkz Pte Ltd [mailto:[alvin@softworkz.net](mailto:alvin@softworkz.net)]

**Sent:** Tuesday, August 11, 2020 10:53 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Subject:** Re: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG

-

Hi Janice,

-

As mentioned I have not been paid yet and would like to find out what was claimed for my case so that I can take it up with the workshop.

Would appreciate it if you can help with providing what was submitted to EQI for claims and what was approved.

-

Sincerely,

Alvin Tang

Director, Softworkz Pte Ltd

mobile: +65-9488-2103

website: [www.softworkz.net](http://www.softworkz.net)

-

-

On Tue, Aug 11, 2020 at 10:51 AM Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)> wrote:

Hi Mr Tang

-

You have authorized your workshop to submit claim against EQI.

If you have any requires, please liaise with your workshop directly.

-

Thank you.

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**Announcement**

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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 -reachable by phone or email or an arranged video call meeting.

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Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

-  
**Regards**

-  
**Janice Goh**

[Executive](#) | [Claims](#)

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**EQ Insurance Company Limited**

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[00 Tower Block MND](#)

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-  
**From:** [Softworkz Pte Ltd \[mailto:alvin@softworkz.net\]](#)

**Sent:** [Tuesday, August 11, 2020 10:18 AM](#)

**To:** [Janice Goh <janice.goh@eqinsurance.com.sg>](#)

**Subject:** [Re: Accident Claim Inquiry -- EQ's REF: DM18HO03317/SG](#)

-  
**Hi Janice,**

-  
[Can you send me the itemised list?](#)

[Did they submit the towing and car paint protection receipt for the claims?](#)

[Also my loss of use was 50 days as the repair took that long. Is it fully covered?](#)

-  
**Sincerely,**

[Alvin Tang](#)

[Director, Softworkz Pte Ltd](#)

[mobile: +65-9488-2103](#)

[website: www.softworkz.net](#)

-  
-  
**On Tue, Aug 11, 2020 at 10:15 AM Janice Goh <janice.goh@eqinsurance.com.sg> wrote:**

[Hi Mr Tang](#)

-  
[We refer to your email on even date.](#)

-  
[We have settled at \\$18,022.34 being COR, Loss of Use and LTA search and payment has been paid in November 2019.](#)

-  
[Thank you.](#)

-  
-  
**[Announcement](#)**

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**Regards**

**Janice Goh**

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**From:** Softworkz Pte Ltd [<mailto:alvin@softworkz.net>].

**Sent:** Tuesday, August 11, 2020 10:03 AM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Subject:** Accident Claim Inquiry.

Good day,

I am writing with regards to my accident claim.

The workshop I sent my car to handles my repair and claims but I have yet to receive payment. Would like to find out in itemised order, what the workshop has submitted for claims and their corresponding payout amount.

Details of the accident:

Accident Date: 3rd Dec 2018

My vehicle: SMF4507T

Your client's vehicle: SCU8992M

Thank you.

Sincerely,

Alvin Tang

Director, Softworkz Pte Ltd

mobile: +65-9488-2103

website: [www.softworkz.net](http://www.softworkz.net)

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Sincerely,  
Alvin Tang  
Director, Softworkz Pte Ltd  
mobile: +65-9488-2103  
website: [www.softworkz.net](http://www.softworkz.net)