

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Wednesday, 26 December, 2018 3:17 PM
To: 'Joel Goh'
Cc: Admin A; assignments; CS A Team; Poh Kin (LKKAuto)
Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C) *** LKK REF: CC4/EQI18022633/fa3
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf

Categories: HMK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

EQI REF: TBA
LKK REF: CC4/EQI18022633/T1fa3

Dear Joel,

We refer to the above matter.

Enclosed revert of vehicle: SMG 590Y

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Poh Kin 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,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Tuesday, 18 December, 2018 9:29 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C) *** LKK REF: CC4/EQI18022633/fa3

Dear Mei Kwan

Attached accident reports for your attention.

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



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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, December 17, 2018 8:03 PM
To: Joel Goh
Cc: Admin A; assignments; CS A Team; Poh Kin (LKKAuto)
Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C) *** LKK REF: CC4/EQI18022633/fa3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

EQI ref: TBA
LKK REF: CC4/EQI18022633/fa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Poh Kin 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,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto)
Sent: Monday, 17 December, 2018 9:56 AM
To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C)

Dear Sir/Mdm,

Thank you for the assignment.

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



BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Monday, 17 December 2018 9:36 AM

To: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

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

Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C)

Without Prejudice

Dear Charmaine

Thank you for your attachments.

We welcome direct settlement for this accident and will assign LKK to handle this matter.

Dear LKK

Please assist on the following DS.

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



A Member of Citystate

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From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Friday, December 14, 2018 5:58 PM

To: Joel Goh

Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C)

Dear Joel,

Clearer Screenshots FYI...

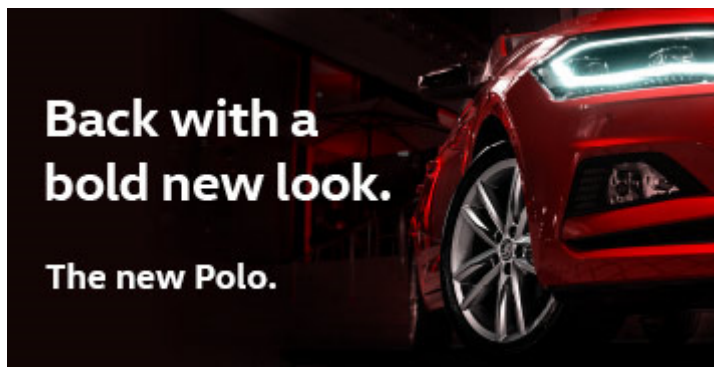
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)
Sent: Friday, 14 December, 2018 4:32 PM
To: 'Joel Goh'
Subject: RE: PRS FOR SMG590Y (EQ: SGG9711C)

Dear Joel,

Scene video (rear view) for your perusal. Please revert on liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299

Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]
Sent: Friday, 14 December, 2018 1:58 PM
To: Kong, Charmaine (VWG Singapore)
Subject: PRS FOR SMG590Y (EQ: SGG9711C)

Without Prejudice

Dear Charmaine

We refer to your attached fax.
Kindly assist to forward your client's video footage in order for us to review on liability.

Best Regards,

Joel Goh
Executive | Claims

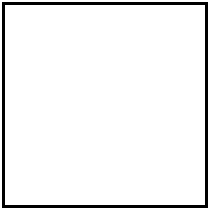


EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg



A handwritten signature in black ink, appearing to be "Joel Goh".

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