

Vic (LKKAuto)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Tuesday, 4 June, 2019 2:30 PM
To: Jia Le (LKK Auto)
Cc: Vic (LKKAuto)
Subject: FW: (Seek Mandate) DM18HO03541/JT Our ref:GBF5545G, Your ref: SLN8247L-PRS
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; SURVEY PHOTO.pdf; TP_LOD.pdf

Dear Vic,

LOR 6 x \$120.00 =\$720.00

Please proceed to offer up to \$13,331.08

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: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Monday, May 27, 2019 9:23 AM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: (Seek Mandate) DM18HO03541/JT Our ref:GBF5545G, Your ref: SLN8247L-PRS

EQ ref : **DM18HO03541/JT**

LKK ref : CC4/EQI18023262/K1hb3

Dear Sirs/Madam,

ACCIDENT INVOLVING GBF5545G(EQ-OI) AND SLN8247L(TP) ON 20/12/2018

We refer to the above matter.

This is a head-to-rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer Third Party repairer "**VOLKSWAGEN CENTRE SINGAPORE**" at **\$13,211.08(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 23,266.41	\$ 12,609.08
2. Loss of Use (6days x \$120.00)	\$ 720.00	\$ 600.00 (6days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 23,988.41	<u>\$ 13,211.08</u>

**8days recommendation for repair.

Market Value	: \$73,000.00 (est)
LTA Rebate	: \$48,898.00 (est)
Nett Value	: <u>\$24,102.00 (est)</u>

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval/instruction.

Best Regards,

Carlör Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 20 March, 2019 8:25 AM

To: Shu Pei (LKKAuto)

Cc: Admin A; Vic (LKKAuto)

Subject: FW: DM18HO03541/JT Our ref:GBF5545G, Your ref: SLN8247L-PRS

Dear Shu Pei

Attach LOD for your necessary action.

Regards,

Janet Tan

Senior Executive | Claims



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From: Janet Tan
Sent: Monday, January 14, 2019 2:59 PM
To: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Subject: DM18HO03541/JT Our ref:GBF5545G, Your ref: SLN8247L-PRS

Dear Shu Pei

As attached.

Regards,

Janet Tan
Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, January 7, 2019 5:59 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: Our ref:GBF5545G, Your ref: SLN8247L-PRS

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

We have inspected TP vehicle SLN 8247L at M/s Volkswagen Centre Singapore on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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: Friday, 28 December 2018 9:09 AM

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

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

Subject: RE: Our ref:GBF5545G, Your ref: SLN8247L-PRS

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

Sent: Friday, 28 December 2018 9:04 AM

To: assignments <assignments@lkkauto.com>

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

Subject: FW: Our ref:GBF5545G, Your ref: SLN8247L-PRS

Dear Catherine,

Please arrange to attend to the PRS as SJE.

Meanwhile, we are following up with insured on non reporting.

Regards,

Janet Tan

Senior Executive | Claims

EQ Insurance Company Limited

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

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From: Wong, Meiy (VWG Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Thursday, December 27, 2018 6:14 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>;
Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Kong, Charmaine (VWG Singapore)
<charmaine.kong@vw.com.sg>

Subject: RE: Our ref:GBF5545G, Your ref: SLN8247L-PRS

Dear Janet,

Please assign to LKK ,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<http://www.vw.com.sg>



It's not e-mail, if you print it. [Think Blue.](#)

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

Sent: Thursday, December 27, 2018 4:39 PM

To: Cheong, Pearlyn (VWG Singapore); Wong, MeiY (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: FW: Our ref:GBF5545G, Your ref: SLN8247L-PRS

Without Prejudice

Save As To Costs

Dear Charmaine

For pre repair survey request, please email to eqiprs@eqinsurance.com.sg

We refer to your fax dated 27/12/18. Our insured has yet to report.

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 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
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	10) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
11) Infiniti Appraisal Service Tel : 96684818/90099001	

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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