

RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Janice Goh <janice.goh@eqinsurance.com.sg>

Mon 20/4/2020 11:41 AM

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

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

Hi Hsiao Tong

Please submit your WP survey report to us.

Thank you.

Announcement

-
In line with the [MOM advisory on Safe Distancing Measures](#) in workplace, our operation remains “**Business As Usual**” – except most of us are on Work-From-Home arrangement - still reachable by phone or email.

We seek your understanding in bearing with us in this adjustment and any inadvertent delay in service.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: chewht@lkkauto.com [mailto:chewht@lkkauto.com]

Sent: Friday, April 17, 2020 10:50 AM

To: Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: Re: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Hi Janice,

Further to our below email.

Please advise if we may proceed to submit WP report to your good office.

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: 6256 3561 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 12 March 2020 9:38 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Hi Janice,

As spoken, attached is a copy of third party LOD and invoice for your further action.

Please advise if we may proceed to submit WP report to your good office.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Tuesday, 10 March 2020 3:06 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Hi Hsiao Tong

Investigation still ongoing.

We will revert to you once investigation done.

Thank you.

Janice Goh
Executive | Claims

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00 Tower Block MND
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fax 65 6223 4190
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Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Sunday, March 8, 2020 4:14 PM

To: Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Dear Sirs/Mdm,

We refer to your below email.

Kindly advise if the investigation is cleared and let us have your instruction on this matter.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 22 January 2020 4:11 PM

To: Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Dear Sirs/Mdm,

We refer to your below email.

Kindly advise if the investigation is cleared and let us have your instruction on this matter.

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 | fax: 6741-4108

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

From: Janice Goh <janice.goh@eqinsurance.com.sg>

Sent: Monday, 2 December 2019 9:06 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Steve Lim <steve.lim@eqinsurance.com.sg>

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Hi Hsiao Tong

We will check and revert to you.

Thank you.

Janice Goh

Executive | Claims

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fax 65 6223 4190
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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Saturday, November 30, 2019 10:51 AM

To: Steve Lim <steve.lim@eqinsurance.com.sg>; Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Dear Sirs/Mdm,

We refer to your below email.

Kindly advise if the investigation is cleared and let us have your instruction on this matter.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Steve Lim <steve.lim@eqinsurance.com.sg>

Sent: Monday, 21 October 2019 9:07 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQ19012189/Upa3

Hi Hsiao Tong,

Please on hold any discussion on settlement.

Hi Janice,

Despite 3 months lapsed, it is worth to investigate. Please appoint investigator.

Apart from possible breach, the circumstances reported by both parties are different.

Regards,

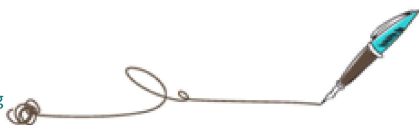
Steve Lim

Assistant Manager | Claims



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Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Saturday, 19 October 2019 11:17 AM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

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

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQ19012189/Upa3

Dear Sirs/Mdm,

We refer to the above matter.

Our insured vehicle is registered under REX RENOVATION & PAINTING. However, we noticed that our insured driver, Mr KARUPPIAH RAMU is holding work permit and his employer is Core Express Services Private Limited.

Kindly advise if there is any policy issue and whether we can proceed DS.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, 26 July 2019 12:57 PM

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

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

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T *LKK REF: CC4/EQI19012189/Upa3

Hi Janet,

We refer to the above matter.

Our insured vehicle is registered under REX RENOVATION & PAINTING. However, we noticed that our insured driver, Mr KARUPPIAH RAMU is holding work permit and his employer is Core Express Services Private Limited.

Kindly advise if there is any policy issue and whether we can proceed DS.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 12 July 2019 1:23 PM

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

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

EQI REF: DM19HO01898/JT
LKK REF: CC4/EQI19012189/Upa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: FY 4446T

We have not authorized repairs.

Enclosed for your perusal is:

- TP 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.

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

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: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]
Sent: Tuesday, 9 July, 2019 4:13 PM
To: assignments <assignments@lkkauto.com>
Subject: FW: Our ref: DM19HO01898/JT, Your ref: FY4446T

Dear all,

Please arrange to attend to the PRS.

Meanwhile, we are following up on non reporting.

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: Erofia Motor - LeeLee Tan [<mailto:erofia@singnet.com.sg>]

Sent: Tuesday, July 9, 2019 4:11 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Subject: RE: Our ref: DM19HO01898/JT, Your ref: FY4446T

Without Prejudice

Dear Janet

Kindly arrange LKK Auto Consultants Pte Ltd

Thank you

Regards

LeeLee Tan

Erofia Motor Trading Pte Ltd

Tel: 67527740

Fax: 67528669

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

Sent: 09 July, 2019 2:58 PM

To: erofia@singnet.com.sg

Subject: Our ref: DM19HO01898/JT, Your ref: FY4446T

Without Prejudice

Save As To Costs

Dear Sir/Madam,

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	8. Automotive Appraiser & Surveying Services

Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	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 Fax: 64587432	12. Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221

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.

Thank you.

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

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