

Hsiao Tong (LKKAuto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 4 March 2020 8:32 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: <SEEK MANDATE> ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL) //LKK REF: CC4/EQI19013371/T1pb3s2

Dear Hsiao Tong,

Sorry for the late reply.

Kindly settle with VW urgently with mandate up to **max \$17,186.46**.

	Claimed Amount	Revised Amount	comments
1. Cost of Repair (w/GST)	\$ 23,780.32	\$ 16,016.46	\$16,016.46 (as surveyed)
2. Loss of Use (13days \$80.00)	\$ 1,040.00	\$ 780.00 (13days x \$60.00)	Up to \$1,040 (13 days x \$80.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00	\$2.00 (verified)
4. Medical Fee	\$ 128.00	\$ 128.00	\$128.00 (verified)
Total	\$ 24,950.32	\$ 16,926.46	\$17,186.46

Thank you.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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

Sent: 22 January 2020 16:07

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

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

Subject: RE: <SEEK MANDATE> ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL) //LKK REF: CC4/EQI19013371/T1pb3s2

Dear Sirs/Mdm,

We refer to our below email.

Kindly let us have your 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 | fax: 6741-

4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 12 November 2019 12:32 PM

To: Jaime Tay

Cc: Admin A ; 'Steve Lim'

Subject: ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)
//LKK REF: CC4/EQI19013371/T1pb3s2

EQ ref : **DM19HO02106**

LKK ref : CC4/EQI19013371/T1pb3s2

Dear Sirs/Madam,

ACCIDENT INVOLVING SKU 4082X(EQ-OI) & SLZ 6875Z(TP) ON 26/07/2019

We refer to the above matter.

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

We seek your approval to offer Third Party repairer **"Volkswagen Centre Singapore"** at **\$16,926.46(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 23,780.32	\$ 16,016.46
2. Loss of Use (13days \$80.00)	\$ 1,040.00	\$ 780.00 (13days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. Medical Fee	\$ 128.00	\$ 128.00

Surveyor recommended 9days for repair + 2Sunday + 2PH =13days

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 | fax: 6741-

4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Sent: Tuesday, 12 November 2019 9:26 AM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; 'Steve Lim' <steve.lim@eqinsurance.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Reports (LKKAuto) <report@lkkauto.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)

Dear Jaime,

We refer to the below email.

Please be informed that we are in the midst of preparing our mandate request.

We will expedite the matter.

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: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Sent: Tuesday, 12 November 2019 8:18 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Steve Lim <steve.lim@eqinsurance.com.sg>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)

Dear Shu Pei,

Any news on this? VW is chasing for settlement.

Thank you.

Regards,

Jaime Tay

Executive | Claims



EQ Insurance Company Limited

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

did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190

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From: Steve Lim

Sent: 30 September 2019 09:37

To: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)

Dear Vivian,

VW sent their LOD to us. Please assist to direct settle if in order.

Regards,

Steve Lim

Assistant Manager | Claims



EQ Insurance Company Limited

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

did 65 6496 9885 | tel 65 6223 9433 ext 885 | fax 65 6223 4190

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From: Shu Pei (LKKAuto) [<mailto:shupeai@lkkauto.com>]
Sent: Friday, 2 August 2019 3:35 PM
To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLZ 6875Z 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 take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeai@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)
Sent: Monday, 29 July 2019 4:31 PM
To: 'Tan Wei Yin' ; assignments
Cc: Admin A
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Sir/Mdm,

Thank you for the assignment.

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

Best Regards

G.NIVITHA

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: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]
Sent: Monday, 29 July 2019 3:17 PM
To: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Sirs,

Please attend as SJE.

Thks.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
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From: Wong MeiY (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Monday, July 29, 2019 3:13 PM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Wei Yin,

@ 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

<https://www.volkswagen.com.sg/>



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

Internal

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Sent: Monday, 29 July 2019 2:57 PM

To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Without Prejudice
Save As To Costs

Dear Sir,

We are interested in DS.

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 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,

Tan Wei Yin
Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
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From: Wong MeiY (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Monday, July 29, 2019 2:54 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Claims,

Please revert on liability & survey arrangements.

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

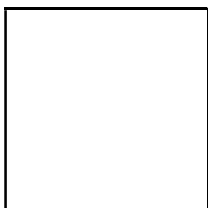
meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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weiyin.tan@eqinsurance.com.sg

From: shupei@lkkauto.com

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