

## Hsiao Tong (LKKAuto)

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**From:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Sent:** Friday, 19 June 2020 6:01 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: \*URGENT\* Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T  
D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Hsiao Tong

Please proceed DS if in order.

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 -ready.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

### 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:** Janice Goh  
**Sent:** Wednesday, June 10, 2020 10:43 AM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: \*URGENT\* Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Hsiao Tong

Please verify with insured on this issue:

Our insured vehicle is registered under TENG LENG INDUSTRIES PTE LTD. However, we noticed that our insured driver, Mr STALIN CHAKRAPANI is holding S pass and his employer is Yong Soon General Contractor Pte Ltd.

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 -reac

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

## Regards

**Janice Goh**

Executive | Claims

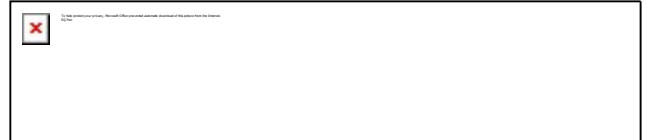


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**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

**Sent:** Tuesday, June 9, 2020 4:02 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: \*URGENT\* Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Janice,

Further to your below email.

Kindly refer to our email attached to your good office. Please assist to confirm no policy issue and we can proceed DS.

Thank you.

*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 (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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

**Sent:** Friday, 17 April 2020 10:54 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Fw: \*URGENT\* Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Janice,

Further to your below email.

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Thank you.

*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](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:** Hsiao Tong (LKKAuto)

**Sent:** Sunday, 8 March 2020 4:02 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** \*URGENT\* Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Janice,

Further to your below email.

Kindly refer to our email attached to your good office. Please assist to confirm no policy issue and 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](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:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 22 January 2020 4:08 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Janice,

Further to your below email.

Kindly refer to our email attached to your good office. Please assist to confirm no policy issue and we can proceed DS.

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](mailto: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, 24 December 2019 12:38 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Janice,

Further to your below email.

Kindly refer to our email attached to your good office. Please assist to confirm no policy issue and we can proceed DS.

Thank you.

*"Best Wishes for Merry Christmas, and Happy New Year 2020"*

Best Regards,

**Hsiao Tong, Chew (Ms)** | 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:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Tuesday, 24 December 2019 9:41 AM

**To:** Mandy <[mandy@ltm.sg](mailto:mandy@ltm.sg)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Hi Mandy

Liability is clear.

Thank you.

**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  
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**From:** Mandy [<mailto:mandy@ltm.sg>]

**Sent:** Monday, December 16, 2019 10:54 AM

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

**Subject:** Re: Checking Liability - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

WITHOUT PREJUDICE

Hi Janice,

Pls advice on the liability.

Thank you and regards,

*Mandy Lim*

Lim Tan Motor Pte Ltd

[www. LTM.sg](http://www.LTM.sg)

+65 6452 0893 (Office)

+65 6458 9127 (Facsimile)

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**LIM TAN MOTOR PTE LTD 林陈摩哆私人有限公司**

COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

**MAIN OFFICE / WORKSHOP**

BLK 176 SIN MING DRIVE  
SIN MING AUTOCARE #03-09/10/06  
SINGAPORE 575721

TEL: +65 6452 0893 FAX: +65 6458 9127

**BRANCH**

BLK 9 SECTOR C #01-38/40/42  
SIN MING INDUSTRIAL ESTATE  
SINGAPORE 575644

TEL: +65 6452 2135 FAX: +65 6452 2159

EMAIL: [SALES@LTM.SG](mailto:SALES@LTM.SG)

Operating Hours: Mon – Fri 9am – 6 pm Sat 9am – 5pm

24hrs Helpline: +65 64520893

[WWW.LTM.SG](http://WWW.LTM.SG)



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

**Sent:** Wednesday, 6 November, 2019 5:05 PM

**To:** Mandy <[mandy@ltm.sg](mailto:mandy@ltm.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Subject:** RE: Survey Request - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

Without Prejudice

Hi Mandy

Thank you for your email.

We will appoint LKK for the PRI.

Hi LKK

Please assist to arrange TP PRI.

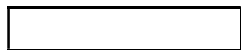
Thank you.

**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:** Mandy [<mailto:mandy@ltm.sg>]

**Sent:** Wednesday, November 6, 2019 4:42 PM

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

**Cc:** 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Subject:** RE: Survey Request - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19HO02970/SG

WITHOUT PREJUDICE (SAVE AS TO COSTS)

Dear Janice,

We will select **LKK Auto Consultants Pte Ltd.**

Thank you and regards,

*Mandy Lim*

Lim Tan Motor Pte Ltd

[www. LTM.sg](http://www.LTM.sg)

+65 6452 0893 (Office)

+65 6458 9127 (Facsimile)

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**LIM TAN MOTOR PTE LTD 林陈摩哆私人有限公司**

COMPANY REGISTRATION NO: 199307277D GST REGISTRATION NO: M2-0119086-0

**MAIN OFFICE / WORKSHOP**

BLK 176 SIN MING DRIVE  
SIN MING AUTOCARE #03-09/10/06  
SINGAPORE 575721

TEL: +65 6452 0893 FAX: +65 6458 9127

**BRANCH**

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Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company.

---

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

**Sent:** Tuesday, 5 November, 2019 1:33 PM

**To:** Mandy <[mandy@ltm.sg](mailto:mandy@ltm.sg)>

**Cc:** 'venus' <[venus@ltm.sg](mailto:venus@ltm.sg)>

**Subject:** RE: Survey Request - Our Client : SMQ7788X Your Insured : XE2430T D.O.A : 02.11.2019 ; OUR REF DM19H002970/SG

**Without Prejudice**

**Save As To Costs**

Dear Mandy

We refer to your letter dated 05.11.2019.

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.

<b>1) AJAX Inspection Services Pte Ltd</b>	<b>2) Automobile Inspection Services Pte Ltd</b>
Tel: 6255 0808	Tel: 6286 0155
Fax: 6849 9155	Fax: 6284 1539

	Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b> Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256 3561 Fax: 6741 4108
<b>7) Kelvin Automotive Appraising Services</b> Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin	<b>8) Automotive Appraiser &amp; Surveying Services</b> Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee
<b>9) JP Knights Pte Ltd</b> Tel: 6345 0068 Fax: 6344 5328	<b>10) Appraisals Associates Pte Ltd</b> Tel : 6747 2822 Fax: 6747 0070
<b>11) Infiniti Appraisal Service</b> Tel : 9668 4818/9009 9001 Fax: 6458 7432	<b>12) Formteam Adjusters Pte Ltd</b> Tel: 6509 1788 Fax: 6509 6221

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.

**Janice Goh**

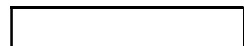
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