

Khanchna (LKK Auto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, October 27, 2020 11:34 AM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: Accident between SMM 575K (TP) & FBK 4699B on 24/12/2019 // EQI REF: DM19HO03377/JT
Attachments: OI - FBK4699B.PDF

Dear Khanchna,

Please find GIA report as requested.

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 - reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

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: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: 27 October 2020 11:20
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Accident between SMM 575K (TP) & FBK 4699B on 24/12/2019 // EQI REF: DM19HO03377/JT

Dear Jaime,

We refer to the above matter and your e-mail below.

We don't have a copy of Insured's GIA report under EQ as such we are unable to check.

Please send us a copy of the GIA report and we will check with Insured and revert.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@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: 27 October 2020 11:17 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: Accident between SMM 575K (TP) & FBK 4699B on 24/12/2019 // EQI REF: DM19HO03377/JT

EQI REF: DM19HO03377/JT

Dear Khanchna,

We refer to your email.

Please advise if insured has managed to claim from the insurer of SMM575k.

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 - reachable by phone or email or an arranged video call meeting.

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Thank you.

Regards,

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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: 27 October 2020 10:59

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

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

Subject: Accident between SMM 575K (TP) & FBK 4699B on 24/12/2019

YOUR REF: Please advice

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we were appointed as surveyor for this claim by QBE insurance and had already conducted survey and inspection to TP vehicle SMM 575K.

However, we were informed recently from QBE Insurance in their e-mail (as attached) that the vehicle owner of (FBK4699B) is insured with EQ and also reported the accident with EQ and not with QBE.

As such, we seek your approval/instructions on whether we can proceed to do DS.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report
- E-mail from QBE dated 27/10/2020

Please advice.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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