

LETTER OF AUTHORISATION

I/We, YEW CHOON PTE LTD (name) 197500270H (NRIC/Company Reg)
the owner of vehicle no SKL9054S hereby authorizes M/s Hock Wah Motor Workshop Pte
Ltd to submit corresponds, negotiate and settle my claim for repair costs and/or rental and/or loss of use
arising from the accident which occurred on 21/01/2020 (date) along CRANWELL ROAD
IN FRONT CHANGI COVE involving vehicle no/s GBB6584H (third party).

I further authorize M/s Hock Wah Motor Workshop to accept and receive any payment due to me in
respect to my claim above. I further permit payment of the settlement sum to be made in the name of
M/s Hock Wah Motor Workshop Pte Ltd.

Dated this 22 day of JANUARY 2020.

CLIENT:

Signature: 

Name : NEO HOCK CHONG

NRIC : SXXXX318I

Address : _____

WITNESS:

Signature : 

Name : Anyisia Foo

NRIC : _____

Address : _____

Company Chop: 

(If applicable) _____

Company Chop:

(If applicable)  **WAH MOTOR WORKSHOP PTE LTD**

**Sik 3011 Bedok Industrial Park E,
#01-2008/2010/2012**

Singapore 489977

Tel: 6441 5655 (3 Lines) Fax: 6441 5355

Email: motor@hockwah.com.sg

ACCIDENT INVOLVING GBB 6584H(EQ) AND SKL 9054S ALONG/ AT CRANWELL ROAD ON 21/01/2020

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

Tue 25/2/2020 12:04 PM

To: sabrina.ang@smlaundry.com.sg <sabrina.ang@smlaundry.com.sg>

25 Feb 2020

(By Email-only)

M/s SM LAUNDRY & LINEN PTE LTD

Attn: The Management

Dear Sir/ Mdm

OUR REF : CC4/EQI20001643/Upa3

YOUR REF : GBB 6584H

ACCIDENT INVOLVING GBB 6584H(EQ) AND SKL 9054S ALONG/ AT CRANWELL ROAD ON 21/01/2020

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SKL 9054S against your insurance policy.

Based on the accident report and accident scenario, liability is not in your driver favour as he turned out from minor road and collided with third party who was on main road. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

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)

Hsiao Tong (LKKAUTO)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Monday, 29 June 2020 11:13 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: <SEEK MANDATE>: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT *** LKK REF: CC4/EQI20001643/Upa3

Dear Hsiao Tong,

Please proceed as recommended, up to **\$18,748.40** max.

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: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: 26 June 2020 09:57
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE>: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT *** LKK REF: CC4/EQI20001643/Upa3

Dear Sirs/Mdm,

We refer to our mandate request dated 04/06/2020.

Kindly advise.

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 | Fax: 6741 4108

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

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 4 June 2020 11:56 AM

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

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

Subject: <SEEK MANDATE>: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT *** LKK REF: CC4/EQI20001643/Upa3

EQ ref : **DM20HO00195/JT**

LKK ref : CC4/EQI20001643/Upa3s2

Dear Sirs/Madam,

ACCIDENT INVOLVING GBB6584H (EQ-OI) AND SKL9054S(TP) ON 21/01/2020

We refer to the above matter.

The accident occurred when our insured driver came out from minor road and collided with third party who was on main road. BOLA S10 is applicable. Liability is not in our driver's favour.

We seek your approval to offer Third Party repairer "**HOCK WAH MOTOR WORKSHOP PTE LTD**" at **\$18,748.40(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 58,566.49	\$ 16,050.00
2. Loss of Rental (14days x \$220.00)(w/GST)	\$ 3,295.60	\$ 2,696.40 (14days x \$180.00)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 61,864.09	<u>\$ 18,748.40</u>

Surveyor recommended 11 days for repair + 2Sunday + 1PRS = 14days.

Market Value	: \$ 153,000.00 (est)
LTA Rebate	: \$ 135,999.00 (est)
Nett Value	: \$ 17,001.00 (est)

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval/instruction.

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 | Fax: 6741 4108

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

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 5 March 2020 9:34 AM

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

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

Subject: RE: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT ***
LKK REF: CC4/EQI20001643/Upa3

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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

Sent: Friday, 31 January, 2020 11:22 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT ***
LKK REF: CC4/EQI20001643/ea3

Dear Mei Kwan,

GIA reports enclosed for your reference as requested.

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: 31 January 2020 11:05

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT ***
LKK REF: CC4/EQI20001643/ea3

EQI ref: DM20HO00195/JT

LKK REF: CC4/EQI20001643/ea3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

To check availability of the case handler, you may contact the undersigned.

"Wishing you a Happy and Prosperous Lunar New Year"



Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 29 January, 2020 8:36 AM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT.

WITHOUT PREJUDICE

Dear Michelle,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS and direct settlement.

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: Hock Wah Motor Pte Ltd [<mailto:motor@hockwah.com.sg>]
Sent: 29 January 2020 08:26
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: RE: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT.

Dear Jaime

We would like to appoint LKK Auto Consultants Pte Ltd.

Thank you and Happy Chinese New Year.

Best Regards
Michelle Koh
Hock Wah Motor Workshop Pte Ltd
Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977
Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

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

Sent: Thursday, 23 January, 2020 5:19 PM

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Subject: RE: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020. EQI REF: DM20HO00195/JT.

Without Prejudice
Save As To Costs

Dear Sir,

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	8) Automotive Appraiser & Surveying Services Tel: 96623655

Contact Person: Kelvin	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.

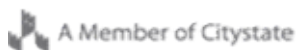
Regards,

Jaime Tay
Executive | Claims



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www.eqinsurance.com.sg



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From: Hock Wah Motor Pte Ltd [<mailto:motor@hockwah.com.sg>]
Sent: 23 January 2020 11:09
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Subject: TP CLAIM_SKL9054S & GBB6584H_DOA: 21/01/2020

Dear sir/madam

Attached herewith our client's GIA report with estimate bill that claim against your insured GBB6584H.

Please revert on liability.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

Total Control Panel

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To: equiprs@eqinsurance.com.sg

Message Score: 1

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From: motor@hockwah.com.sg

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Medium (75): **Pass**

Low (90): **Pass**

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