

RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

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

Wed 6/5/2020 3:59 PM

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

Dear Hsiao Tong,

I spent quite a bit of time on the line with our insured just now and he understands that liability is down on our end.

Please proceed to handle the claim on your end with care and kindly note repair/replacement items. Our insured is very concerned about exaggerated claims from TP.

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

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: 06 May 2020 15:31

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

Subject: Re: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Hi Jaime,

Noted on your below email.

We have send out a letter to inform insured on the third party claim. However our insured disagreed on the claim. Kindly refer to the attached email from our insured for your easy reference.

In view of this, we seek your assistance to advise insured on this matter.

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 | 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, 5 May 2020 2:33 PM

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

Subject: RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Dear Hsiao Tong,

Please let me have the quantum of the LOD from Precise Auto at your earliest convenience.

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Thank you.

Regards,

Jaime Tay

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

Sent: 27 April 2020 17:07

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

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

Subject: Re: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Hi Jaime,

Noted with thanks.

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

Sent: Monday, 27 April 2020 9:12 AM

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

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

Subject: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Dear Hsiao Tong,

We were experiencing some technical issues over the weekend with our email.

This is a resend, in case the previous email couldn't get through.

Kindly ignore if you have already attended to it.

Announcement

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Thank you.

Regards,

Jaime Tay
Executive | Claims



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From: Jaime Tay
Sent: 24 April 2020 17:33
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Dear Hsiao Tong,

From the video footage, liability seems to be down on our insured as he was changing lane.
Please proceed with DS with third party.

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

Thank you.

Regards,

Jaime Tay
Executive | Claims

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]**Sent:** 24 April 2020 16:21**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** Re: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Hi Jaime,

We attached herewith a copy of third party video footage for your easy reference.

Third party was driving within his own lane, our insured filtered into third party lane and resulted the collision. We are of the view that liability is not in our insured's favour.

Kindly advise if we may proceed DS with third party or else advise further instruction.

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 | 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:** Thursday, 19 March 2020 11:31 AM**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT // LKK REF: CC4/EQI20004124/Apa3

Dear Mei Kwan,

Please find GIA reports, email exchange between servicing agent and myself and video footages of accident from the front and back camera.

Insured is insistent that he is not at fault.

Please do not hesitate to call me for any clarification and discussion.

Thank you.

Regards,

Jaime Tay

Executive | Claims



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

Sent: 19 March 2020 11:22

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

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

Subject: RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT

YOUR REF: DM20HO00562/JT

LKK REF: CC4/EQI20004124/Apa3

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 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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 17 March, 2020 9:42 AM

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

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

Subject: RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

Shiau Chan

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

Sent: Friday, 13 March, 2020 5:25 PM

To: Precise Auto Service <Support@preciseauto.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C // EQI REF: DM20HO00562/JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Arine,

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

Dear Sirs,

Please assist on PRS and direct settlement.

Regards,

Jaime Tay
Executive | Claims



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From: Precise Auto Service [<mailto:Support@preciseauto.sg>]

Sent: 13 March 2020 14:33

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

Subject: Re: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C.

Dear Ms. Jamie,

Thanks for your response, we would like to select **Mr. Marcus Chua from LKK Auto Consultants Pte Ltd** as our SJE.

Warm Regards
Arine

On Fri, 13 Mar 2020 at 11:42, Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

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
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	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.

Regards,

Jaime Tay

Executive | Claims



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From: Precise Auto Service [mailto:Support@preciseauto.sg]

Sent: 13 March 2020 10:27

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

Subject: (urgent!!!) Pre-repair Inspection for SCA 8388M. Your Insured Vehicle : SLM 5305C.

Dear Sir,

We refer to the above matter. Herewith enclosed 2 days notice for your attention.

Kindly arrange a date and time to do a PRI for our client vehicle (SCA 8388M) in our workshop ASAP.

Thank You.

Best Regards
Arine

--

T : 6745 7367 | **F** : 6841 3390

E : support@preciseauto.sg

W: www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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<https://twitter.com/preciseautosvs>

<https://www.facebook.com/PreciseAutoService/>

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T : 6745 7367 | **F** : 6841 3390

E : support@preciseauto.sg

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A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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