

Mei Kwan (LKKAuto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Monday, 13 July, 2020 9:28 AM
To: Mei Kwan (LKKAuto); Asher Sng (LKKAuto)
Cc: Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT
Attachments: OI - PC5541S.PDF
Categories: HMK

Dear Mei Kwan,

Please proceed with DS.

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: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: 25 June 2020 17:42
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

YOUR REF: DM20HO00809/JT
LKK REF: CC4/EQI20005706/R1ea3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMP 3573E on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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.

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)

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

From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Wednesday, 13 May, 2020 11:20 AM

To: jaime.tay@eqinsurance.com.sg; Admin A <admin-a@lkkauto.com>

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Dear Jaime,

Thank you for the assignment.

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

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,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

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

Sent: Tuesday, 12 May 2020 8:47 PM

To: PBSP; Admin A

Subject: RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Caroline,

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

Dear Sirs,

Please assist on PRS and direct settlement.

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

Regards,

Jaime Tay

Executive | Claims



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From: PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

Sent: 12 May 2020 19:31

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

Subject: Re: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

Dear Jamie

We are agreeable to use a common surveyor below as the SJE.

6) **LKK Auto Consultants Pte Ltd**

Tel: 6256-3561

Fax: 6741-4108

Vehicle is presently not in workshop, please assist to advise if your insured had reported the accident and please reply on liability.

Thank you.

Regards,
Caroline
C/o Performance Motors Limited - Body and Paint
303 Alexandra Road Singapore 159941
DID: 6319 0174 Fax: 6479 4601

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, 12 May 2020 7:17 PM
To: PBSP <pml-pbsp@simedarby.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020 // EQI REF: DM20HO00809/JT

[External Mail] This email originated from outside of the organisation; be careful with requests, attachments and links.

Without Prejudice

Save As To Costs

Dear Sir,

We are agreeable for direct settlement.

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.

Announcement

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Regards,

Jaime Tay

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From: PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

Sent: 11 May 2020 14:07

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT - SMP3573E & PC5541S ON 09/05/2020

Dear Sirs,

We refer to the above matter.

We have instructions from our client to seek repair cost and loss of use/car rental from you through Direct Settlement.

Attached is the estimates and supporting documents for your consideration.

Please let us have your confirmation that you agree that liability is clear and we may proceed with Direct Settlement.

***Vehicle not in workshop.**

Thank you.

Regards,
Caroline
C/o Performance Motors Limited - Body and Paint
303 Alexandra Road Singapore 159941
DID: 6319 0174 Fax: 6479 4601

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