

Re: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20HO00820-JG) *** LKK REF: CC4/EQI20005816/ea3

Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Wed 5/20/2020 10:42 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Nitha <nitha@mova.com.sg>

Cc: 'Keong' <keong@mova.com.sg>; 'Suann' <suann@mova.com.sg>; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher, please for all relevant claim document to us (**LKK**) to expedite the claim process.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

Sent: Wednesday, May 20, 2020 10:32 AM

To: Nitha <nitha@mova.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: 'Keong' <keong@mova.com.sg>; 'Suann' <suann@mova.com.sg>; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20HO00820-JG) *** LKK REF: CC4/EQI20005816/ea3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Asher,

Kindly assist.

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

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.

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: Nitha [mailto:nitha@mova.com.sg]

Sent: Wednesday, 20 May 2020 9:40 AM

To: Admin A

Cc: 'Keong'; 'Suann'; 'Joel Goh'

Subject: RE: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20HO00820-JG)

Dear All,

Kindly advise on the liability for the above mention case.

Thank you ,

Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]
Sent: Tuesday, 19 May 2020 3:13 PM
To: Nitha
Cc: 'Keong'; 'Suann'; Admin A
Subject: RE: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20H000820-JG)

Without Prejudice
Save As To Cost

Dear Nitha

Thank you for your confirmation.
We will arrange accordingly.

Dear LKK

Please assist on this DS.

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.

Best Regards,
Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited
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00 Tower Block MND
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6223 9433 ext 772 |
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www.eqinsurance.com.sg



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From: Nitha [<mailto:nitha@mova.com.sg>]
Sent: Tuesday, May 19, 2020 11:41 AM
To: Joel Goh
Cc: 'Keong'; 'Suann'
Subject: RE: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20H000820-JG)

Dear Joel,

Kindly assign LKK.

Thank you,

Best Regards,
Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]
Sent: Tuesday, 19 May 2020 9:43 AM
To: Nitha

Cc: 'Keong'; 'Suann'

Subject: RE: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20HO00820-JG)

Without Prejudice

Save As To Costs

Dear Nitha

We welcome 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
5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
7) Kelvin Automotive Appraising Services Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
9) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	8) Automotive Appraiser & Surveying Services Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee
11) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	10) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
12) Formteam Adjusters Pte Ltd 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.

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.

Best Regards,
Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited

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00 Tower Block MND

Complex Singapore

069110

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6223 9433 ext 772 |

fax 65 6223 4190

www.eqinsurance.com.sg

A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Nitha [<mailto:nitha@nova.com.sg>]

Sent: Monday, May 18, 2020 4:33 PM

To: EQI PRS; Joel Goh

Cc: 'Keong'; 'Suann'

Subject: TP CLAIMS - SLP3644X AGAINST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK

Your Ref : GBD3842Y

Dear All,

Kindly assist to arrange survey for SLP3644X at Mova (Bukit Merah).
Vehicle is in and there is an ongoing rental for this claim.
Kindly advise on the liability for the above mention case

Thank you

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314

