

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

Suann <suann@mova.com.sg>

Thu 7/16/2020 12:20 PM

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

Cc: 'Keong' <keong@mova.com.sg>; Admin A <admin-a@lkkauto.com>

Dear Asher

We accept your offer.

Best Regards

**Suane Chiu**

Claims Asst. Manager

**MOVA Automotive Pte Ltd**

Tel: +65 6272 3892

Fax: +65 6270 8314



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**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

**Sent:** Thursday, 16 July 2020 12:18

**To:** Suann

**Cc:** 'Keong'; Admin A

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

**'WITHOUT PREJUDICE'**

***SAVE AS TO COSTS***

Hi Sir,

We refer to the above matter.

Our principal propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 5,724.50
2. Loss of Rental (w/GST) (5days x \$100)	\$ 535.00
3. LTA Search Fee	\$ 2.00
<b>TOTAL</b>	<b><u>\$ 6,261.50</u></b>

Kindly let us have your acceptance.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto: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:** Suann <suann@mova.com.sg>

**Sent:** Wednesday, July 8, 2020 9:40 AM

**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Cc:** 'Keong' <keong@mova.com.sg>; 'Joel Goh' <joel.goh@eginsurance.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

Hi Asher,



Attached is our letter of demand.

Please look into it & let us have your offer.

Thank you

Best Regards  
**Suanne Chiu**  
Claims Asst. Manager  
**MOVA Automotive Pte Ltd**  
Tel: +65 6272 3892  
Fax: +65 6270 8314



Connect with us on  

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**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Wednesday, 20 May 2020 10:42  
**To:** Mei Kwan (LKKAuto); Nitha  
**Cc:** 'Keong'; 'Suann'; 'Joel Goh'; Admin A  
**Subject:** Re: TP CLAIMS - SLP3644X AGAIMST GBD3842Y DOA 15/05/2020 AT TAMPINES ST 22 CARPARK (DM20HO00820-JG) \*\*\* LKK REF: CC4/EQI20005816/ea3

**'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](mailto: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.**

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, May 20, 2020 10:32 AM  
**To:** Nitha <[nitha@nova.com.sg](mailto:nitha@nova.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** 'Keong' <[keong@nova.com.sg](mailto:keong@nova.com.sg)>; 'Suann' <[suann@nova.com.sg](mailto:suann@nova.com.sg)>; 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: TP CLAIMS - SLP3644X AGAIMST 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Nitha [<mailto:nitha@nova.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 (DM20H000820-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



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**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  
5 Maxwell Road #17-  
00 Tower Block MND  
Complex Singapore  
069110  
did 65 6500 6772 | tel 65  
6223 9433 ext 772 |  
fax 65 6223 4190  
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 A Member of Citystate

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**From:** Nitha [<mailto:nitha@nova.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.

<b>1) AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	<b>2) Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
<b>5) RT Appraisal Pte Ltd</b> Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	<b>4) Priority Services</b> Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
<b>7) Kelvin Automotive Appraising Services</b> Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256 3561 Fax: 6741 4108
<b>9) JP Knights Pte Ltd</b> Tel: 6345 0068 Fax: 6344 5328	<b>8) Automotive Appraiser &amp; Surveying Services</b> Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee
<b>11) Infiniti Appraisal Service</b> Tel : 9668 4818/9009 9001 Fax: 6458 7432	<b>10) Appraisals Associates Pte Ltd</b> Tel : 6747 2822 Fax: 6747 0070
<b>12) Formteam Adjusters Pte Ltd</b> 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

5 Maxwell Road #17-

00 Tower Block MND

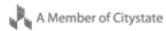
Complex Singapore

069110

did 65 6500 6772 | tel 65



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[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**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 Nova (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

Nova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314

