

Mei Kwan (LKKAuto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 19 June, 2020 1:48 PM
To: Mei Kwan (LKKAuto)
Cc: Cecilia Chong (LKK Auto); Admin A
Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT
Attachments: OI - GBH4274J.PDF
Categories: HMK

Dear Mei Kwan,

Please find enclosed as requested

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: 19 June 2020 11:37
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

EQI REF: DM20HO00443/JT
LKK REF: CC4/EQI12005921/R1ga3

Dear Jaime,

We refer to the above matter.

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

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

Sent: Saturday, 6 June, 2020 5:22 PM

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

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

EQI REF: DM20HO00443/JT

LKK REF: CC4/EQI12005921/R1ga3

Dear Jaime,

We refer to the above matter.

We had inspected TP vehicle SGY 7358H 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 Cecilia and she can be contacted at DID: 6749 4274.

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: Jaime Tay [<mailto:jaime.tay@eqinsurance.com.sg>]
Sent: Wednesday, 27 May 2020 9:08 AM
To: Admin-D (LKKAuto); assignments; Admin A
Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

Dear Sirs,

The PRS was arranged previously and MOVA had updated a TP claim in MERIMEN for the same claim. Please update in MERIMEN for your reports.

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: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: 26 May 2020 10:26
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; assignments@lkkauto.com; Admin A <admin-a@lkkauto.com>
Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

Dear Sir/Madam,

Thank you for the assignment.

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

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd

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

Sent: Saturday, 23 May 2020 3:45 PM

To: Nitha; Admin A

Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Nitha,

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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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: 22 May 2020 17:44

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

Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

Dear Jaime,

We would like to request LKK for the settlement.
Kindly please assign LKK .

Thank you,

Thank you ,

Best Regards,

Nitha

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



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

Sent: Friday, 22 May 2020 5:17 PM

To: Nitha

Cc: 'Keong'

Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE // EQI REF: DM20HO00443/JT

WITHOUT PREJUDICE

Dear Nitha,

Liability is down on our insured. We welcome direct settlement.

This vehicle was previously surveyed by LBS in another workshop.

Please let us know if you are agreeable to continue with direct settlement with LBS.

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

Sent: 22 May 2020 11:15

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: 'Keong' <keong@nova.com.sg>

Subject: RE: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE

Your Ref : GBH4274J

Dear All,

Kindly advise on the liability and please assign surveyor for the above mention vehicle.

Thank you

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



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

Sent: Monday, 18 May 2020 10:34 AM

To: 'jaime.tay@eqinsurance.com.sg'

Cc: 'Keong'

Subject: TP CLAIMS - SGY7358H AGAINST GBH4274J DOA 24/02/2020 AT ALONG JURONG BORD PARTS EXIT TO AYE

Dear Jaime,

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

