

Mei Kwan (LKKAUTO)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Monday, 8 June 2020 8:34 AM
To: Mei Kwan (LKKAUTO)
Cc: Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD (DM20HO00865-JG)

Categories: HMK

Dear Mei Kwan / Hsiao Tong

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 - read more here. 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 via Zoom.

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

www.eqinsurance.com.sg

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From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]
Sent: Saturday, June 6, 2020 7:37 PM
To: Joel Goh
Cc: Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD (DM20HO00865-JG)

YOUR REF: - DM20HO00865-JG

LKK REF: CC4/EQI12006148/R1pa3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SBS 6365J on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Hsiao Tong.

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: Joel Goh [mailto:joel.goh@eqinsurance.com.sg]

Sent: Thursday, 4 June 2020 1:47 PM

To: Admin A

Subject: RE: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD (DM20HO00865-JG)

Dear LKK

Attached insured's accident report for your attention.

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 -read

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

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From: Joel Goh
Sent: Thursday, June 4, 2020 1:24 PM
To: 'Bazlin Ahmad'
Cc: Wu Tzu Ying; 'Admin A'
Subject: RE: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD (DM20HO00865-JG)

Without Prejudice
Save As To Cost

Dear Bazlin

Thank you for your confirmation.
We will arrange accordingly.

Dear LKK

Please assist on this PRS.

Announcement

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Best Regards,
Joel Goh

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From: Bazlin Ahmad [<mailto:Bazlin.Ahmad@towertransit.sg>]
Sent: Thursday, June 4, 2020 11:45 AM
To: Joel Goh
Cc: Wu Tzu Ying
Subject: RE: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD (DM20HO00865-JG)

Hi Joel

Please arrange LKK to conduct the survey today.

Thank You.

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Thursday, 4 June, 2020 11:21 AM
To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>
Subject: RE: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS
ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD (DM20HO00865-JG)

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If in doubt, please check with IT Support!

**Without Prejudice
Save As To Costs**

Dear Bazlin

We welcome direct settlement for this accident.
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 Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
7) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	8) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
9) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	10) 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.

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From: Bazlin Ahmad [<mailto:Bazlin.Ahmad@towertransit.sg>]

Sent: Wednesday, June 3, 2020 6:06 PM

To: EQI PRS

Cc: Wu Tzu Ying

Subject: PRS FOR ACCIDENT INVOLVING SBS6365J & GBF1566Y ON 29/05/2020 @ 21:55HRS ALONG JUNCTION OF ROCHOR CANAL RD & SELEGIE RD

WITHOUT PREJUDICE

Dear Sir / Mdm,

We would like to notify you of a road accident on **29/05/2020** at about **2155hrs** along **Junction of Rochor Canal Rd & Selegie Rd** involving our bus, SBS6365j & your insured vehicle **GBF1566Y**.

As a result of this accident, our bus has been damaged. Before we proceed to repair the damaged bus, please let us know **within the next 48 hours** if you wish to conduct a pre-repair survey of our bus. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the bus without any further reference to you.

Please advise if the survey appointment could be arranged on 04/06/2020 between 1pm – 3pm.

**Survey Location : Tower Transit Singapore Pte Ltd
21 Bulim Drive, Bulim Bus Depot, Singapore 648170**

Contact Person : Lynn @ +65 9199 0025 / Jason Wei @ +65 8691 9663

Thank You

Best Regards

Lynn Ahmad (Ms)

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

As a response to the COVID19 outbreak, we are on Work From Home arrangement most of the days in a week. However, our office is open and we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.

We appreciate your understanding on this matter.

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