

## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Monday, 16 November 2020 5:05 PM  
**To:** Joel Goh  
**Cc:** Admin A  
**Subject:** RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG) / LKK ref : CC4/EQI20006176/R1ba3q2  
**Attachments:** WhatsApp Video 2020-08-11 at 3.54.15 PM.mp4; WhatsApp Video 2020-08-11 at 3.55.53 PM.mp4; Email with OI 02092020.pdf; 1 LKK INSPECTION REPORT.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 3 LKK INSPECTION PHOTOS.pdf; 4 LKK REINSPECTION PHOTOS.pdf; TP\_LOD.pdf

Dear Sir/Mdm,

We refer to the subject matter.

Based on the video footage attached and accident report, our insured exiting left onto Bukit Timah Road and encroached into third party's lane. However, our insured is disputing on the liability as email attached.

Summary to offer to repairer **CYCLE & CARRIAGE AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 11,270.31	\$ 10,532.01
Loss of Rental (\$120 x 10 days) (w/gst)	\$ 1,284.00	\$ 1,070.00
GIA	\$ 2.00	\$ 2.00
<b>Proposed Total</b>	<b>\$ 12,556.31</b>	<b>\$ 11,604.01</b>

(\$100 x 10 days)  
(w/gst)

Breakdown of days is as follows:

Recommended repair days	8
Weekends / Downtime	2
<b>CLAIM DAYS</b>	<b>10</b>

For your approval and/or further instruction please.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 30 June 2020 10:05 AM

**To:** Joel Goh <joel.goh@eqinsurance.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>

**Subject:** RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG)

**YOUR REF:** DM20HO00891-JG

**LKK REF:** CC4/EQI20006176/R1ba3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMA 2261R on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please take note that the case handler in-charge is Jasper and he can be contacted at DID: 6841 2928.

***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](mailto: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***

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Sent:** Friday, 12 June, 2020 9:56 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG)

Dear LKK

Attached both accident reports 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 -reac

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

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



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**From:** Joel Goh

**Sent:** Friday, June 12, 2020 9:55 AM

**To:** 'Edwin Abcede Caina'

**Cc:** Admin A

**Subject:** RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG)

**Without Prejudice**

**Save As To Cost**

Dear Edwin

Thank you for your confirmation.

We will arrange for LKK to handle this DS.

Dear LKK

Please assist on this direct settlement.

**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 -ready.

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 teleconference.

Best Regards,

**Joel Goh**

Senior Executive | Claims



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did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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**From:** Edwin Abcede Caina [<mailto:edwin.caina@cyclecarriage.com.sg>]  
**Sent:** Thursday, June 11, 2020 12:55 PM  
**To:** Joel Goh  
**Subject:** RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG)

Hi Joel,

We get LKK Auto Consultants Pte Ltd to survey our client vehicle.

Thank you

Best Regards,

**Edwin Caina**  
**Advisor- Customer Service**



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

 A member of the Jardine Cycle & Carriage Group

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Wednesday, June 10, 2020 11:22 AM  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Subject:** RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG)

**This email was sent from outside of your organisation**

**Without Prejudice**  
**Save As To Costs**

Dear Edwin

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.

<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>3) LBS Automotive Appraisal Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon

<b>5) RT Appraisal Pte Ltd</b> Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256 3561 Fax: 6741 4108
<b>7) JP Knights Pte Ltd</b> Tel: 6345 0068 Fax: 6344 5328	<b>8) Appraisals Associates Pte Ltd</b> Tel : 6747 2822 Fax: 6747 0070
<b>9) Infiniti Appraisal Service</b> Tel : 9668 4818/9009 9001 Fax: 6458 7432	<b>10) 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 Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -reac

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

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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**From:** Rose Koh  
**Sent:** Wednesday, June 10, 2020 11:18 AM  
**To:** EQI PRS  
**Cc:** [edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)  
**Subject:** FW: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020

Hi Team

Fyna.

## 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.

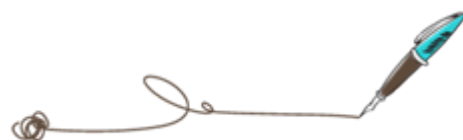
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis

Regards,

**Rose Koh**  
Customer Service



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
tel 65 6223 9433 | fax 65 6224 3903  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Edwin Abcede Caina [<mailto:edwin.caina@cyclecarriage.com.sg>]  
**Sent:** Wednesday, June 10, 2020 11:03 AM  
**To:** Marketing  
**Cc:** Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua; Kevin Leong Wai Kit  
**Subject:** SMA2261R / SJM36K TP CLAIM DOA:09.06.2020

Officer in Charge,

Our client would like to claim against your insured may we check for the liability of accident.

Thank you

Best Regards,

**Edwin Caina**  
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •



**From:** [PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg) <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>  
**Sent:** Wednesday, June 10, 2020 10:56 AM

**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:**

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