

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 30 June, 2020 10:05 AM
To: Joel Goh; Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: SMA2261R / SJM36K TP CLAIM DOA:09.06.2020 (DM20HO00891-JG)
Attachments: TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf; LKK SURVEY PHOTO.pdf

Categories: HMK

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 | 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: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Friday, 12 June, 2020 9:56 AM
To: Admin A <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 -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

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: 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 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



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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 Landing Cycle & Carriage Group

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, June 10, 2020 11:22 AM
To: Edwin Abcede Caina <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.

| | |
|--|--|
| 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.

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



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: Rose Koh
Sent: Wednesday, June 10, 2020 11:18 AM
To: EQI PRS

Cc: 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

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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

From: PGLJ06@cyclecarriage.com.sg <PGLJ06@cyclecarriage.com.sg>

Sent: Wednesday, June 10, 2020 10:56 AM

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject:

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