

## Su Li (LKK Auto)

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**From:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Sent:** Thursday, 16 July 2020 4:29 PM  
**To:** Su Li (LKK Auto)  
**Cc:** Admin A; Cecilia Chong (LKK Auto)  
**Subject:** RE: Direct Settlement - Accident Involving GBF 7327G (OI : EQI - TBA) and SKV 8763H (TP : LKK REF - CC4/EQI20006749/R1gs3) on 24/06/2020

Hi Su Li

Please proceed DS if in order.

Thank you.

### 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

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

### Regards

**Janice Goh**  
Executive | Claims



### EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Su Li (LKK Auto) [mailto:suli@lkkauto.com]  
**Sent:** Tuesday, June 30, 2020 4:46 PM  
**To:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Subject:** Direct Settlement - Accident Involving GBF 7327G (OI : EQI - TBA) and SKV 8763H (TP : LKK REF - CC4/EQI20006749/R1gs3) on 24/06/2020

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SKV 8763H at M/s XINYA AUTO SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

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

*\* 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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

**Sent:** Friday, 26 June, 2020 5:27 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** FW: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20 - EQ's REF: DM20HO00943/SG

Hi LKK

Please assist to arrange TP PRI.

Attach is a copy of TP's GIA report for your kind attention.

Our insured has not reported the accident to us yet.

Thank you.

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**Regards**

**Janice Goh**

Executive | Claims



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**From:** Janice Goh

**Sent:** Friday, June 26, 2020 5:23 PM

**To:** 'Xinya Auto Services' <[xinyaauto@singnet.com.sg](mailto:xinyaauto@singnet.com.sg)>

**Subject:** RE: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20 - EQ's REF: DM20HO00943/SG

Without Prejudice

Hi May

Thank you for your email.

We will appoint LKK for the PRI and they will be contacting you shortly.

Thank you.

**Announcement**

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**Regards**

**Janice Goh**

Executive | Claims



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**From:** Xinya Auto Services [<mailto:xinyaauto@singnet.com.sg>]

**Sent:** Friday, June 26, 2020 5:00 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Subject:** RE: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20

Hi, Janice

Attach GIA Report.

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**From:** Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]

**Sent:** Friday, June 26, 2020 4:12 PM

**To:** Xinya Auto Services <[xinyaauto@singnet.com.sg](mailto:xinyaauto@singnet.com.sg)>

**Subject:** RE: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20

Without Prejudice

Hi May

Could you provide a copy of your client's GIA report to us.

Thank you.

**Announcement**

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**Regards**

**Janice Goh**

Executive | Claims



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**From:** Xinya Auto Services [<mailto:xinyaauto@singnet.com.sg>]

**Sent:** Friday, June 26, 2020 3:43 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Subject:** FW: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20

Hi, Janice

Kindly arrange LKK to pre-inspection.

Thank you  
Regards  
may

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**From:** Xinya Auto Services [<mailto:xinyaauto@singnet.com.sg>]  
**Sent:** Friday, June 26, 2020 1:27 PM  
**To:** 'Joel Goh' <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Subject:** RE: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20

Hi, Joel

Noted.

Kindly arrange for LKK to pre-inspect.

Thank you  
Regards  
may

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**From:** Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]  
**Sent:** Friday, June 26, 2020 1:14 PM  
**To:** Xinya Auto Services <[xinyaauto@singnet.com.sg](mailto:xinyaauto@singnet.com.sg)>  
**Cc:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Subject:** RE: PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20

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

Dear May

Kindly send all PRS request to [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)  
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>	<b>6) LKK Auto Consultants Pte Ltd</b>

Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	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.

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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:** Xinya Auto Services [<mailto:xinyaauto@singnet.com.sg>]

**Sent:** Thursday, June 25, 2020 5:11 PM

**To:** Joel Goh

**Subject:** PRE-INSPECTION FOR SKV8763H INVOLVING GBF7327H ALONG SENG POH ROAD ON 24.06.20

Hi, Joel

Pls. arrange for pre-inspection

Thank you  
Regards

may



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