

Su Li (LKK Auto)

From: Su Li (LKK Auto)
Sent: Thursday, 2 July 2020 11:43 AM
To: jaime.tay@eqinsurance.com.sg
Cc: Admin A; Jasper Chua (LKK Auto)
Subject: RE: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM
Attachments: TP GIA REPORT.pdf; TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SKQ 537Z at M/s TRANS EUROKARS 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 Jasper.

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

From: Su Li (LKK Auto)
Sent: Wednesday, 1 July 2020 2:50 PM
To: jaime.tay@eqinsurance.com.sg
Cc: Admin A; Jasper Chua (LKK Auto)
Subject: RE: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM

Dear Sir / Madam,

We refer to the above matter.

Fyi – vehicle not in and still pending for survey.

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 Jasper and he can be contacted at DID: 6841 2928.

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 30 June 2020 11:41 AM

To: jaime.tay@eqinsurance.com.sg; Admin A

Cc: assignments

Subject: RE: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM

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

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: jobithomas@eurokars.com.sg <jobithomas@eurokars.com.sg>

Sent: Tuesday, 30 June, 2020 11:39 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: assignments@lkkauto.com

Subject: FW: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM

Dear Sir/mdm,

fyi

Best Regards.



Jobi Thomas

Senior Insurance Claims Executive

27A Tanjong Penjuru, Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0682 F: (65) 6331 0690

E: jobithomas@eurokars.com.sg W: www.eurokarsgroup.com

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

Sent: 29 June 2020 2:39 PM

To: Jobi Thomas <jobithomas@eurokars.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Eva Kok <eva.kok@eurokars.com.sg>; Eric Paul Patambang Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS and 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 - 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,

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: jobithomas@eurokars.com.sg [<mailto:jobithomas@eurokars.com.sg>]

Sent: 29 June 2020 14:27

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

Cc: eva.kok@eurokars.com.sg; eric.glorioso@eurokars.com.sg

Subject: RE: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM

Dear Sir/Mdm,

Kindly assign to LKK.

Best Regards.



Jobi Thomas

Senior Insurance Claims Executive

27A Tanjong Penjuru, Singapore 609042

T: (65) 6331 0680 **D:** (65) 6331 0682 **F:** (65) 6331 0690

E: jobithomas@eurokars.com.sg **W:** www.eurokarsgroup.com

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

Sent: 29 June 2020 2:16 PM

To: Jobi Thomas <jobithomas@eurokars.com.sg>

Cc: Eva Kok <eva.kok@eurokars.com.sg>; Eric Paul Patambang Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: YOUR REF: EQI REF: DM20HO00947/JT (SLM469X) / OUR REF: SKQ537Z THIRD PARTY CLAIM

Without Prejudice
Save As To Costs

Dear Sir,

From the video footage provided, liability appears to be down on our insured. We welcome direct settlement.

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 L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	8) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
9) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432	10) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221

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 - 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,

Jaime Tay

[Executive | Claims](#)



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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: jobithomas@eurokars.com.sg [<mailto:jobithomas@eurokars.com.sg>]

Sent: 29 June 2020 11:07

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: eva.kok@eurokars.com.sg; eric.glorioso@eurokars.com.sg

Subject: YOUR REF: SLM469X / OUR REF: SKQ537Z THIRD PARTY CLAIM

YOUR REF: SLM469X / OUR REF: SKQ537Z THIRD PARTY CLAIM

Dear Sir/Mdm,

Kindly arrange the survey of our client's vehicle ASAP at 27A Tanjong Penjuru.

Attached is the ESTIMATE & ACCIDENT REPORT for your perusal.

We would appreciate it if you can kindly let us know the liability/status of this case.

Best Regards.

Jobi Thomas

Senior Insurance Claims Executive

27A Tanjong Penjuru, Singapore 609042

T: (65) 6331 0680 **D:** (65) 6331 0682 **F:** (65) 6331 0690

E: jobithomas@eurokars.com.sg **W:** www.eurokarsgroup.com