

## Mei Kwan (LKKAuto)

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**From:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Sent:** Tuesday, 25 August, 2020 2:35 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Hsiao Tong (LKKAuto); Admin A  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG  
**Attachments:** SLM815E.PDF  
**Categories:** HMK

Hi Mei Kwan

Please find attached OI report for your kind attention.

Thank you.

### Announcement

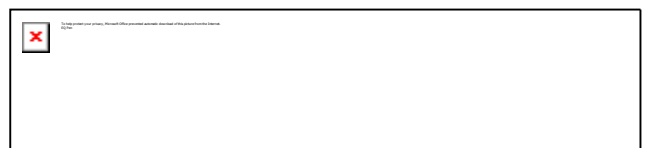
In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -ready to resume our operations as soon as the government allows.  
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be resumed when the government allows.

### 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:** Janice Goh  
**Sent:** Tuesday, August 18, 2020 8:14 AM  
**To:** 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Hi Mei Kwan

Our insured still not reported yet.

We will follow up with our insured on the reporting and will forward to you once we received.

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 -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

#### Regards

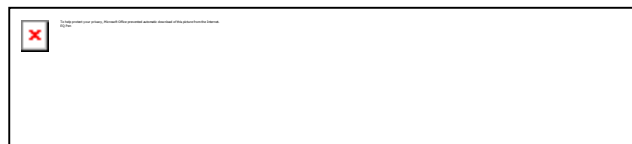
**Janice Goh**

Executive | Claims



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

**Sent:** Monday, August 17, 2020 8:13 PM

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

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Dear Janice,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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***

---

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

**Sent:** Tuesday, 28 July, 2020 9:04 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Hi Mei Kwan

Thank you for your email.

Our insured has not reported the accident to us yet.  
We will follow up with insured on reporting.

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 -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

#### Regards

**Janice Goh**  
Executive | Claims



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Monday, July 27, 2020 4:22 PM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

**YOUR REF: DM20HO01020/SG**  
**LKK REF: CC4/EQI20007543/Upa3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLD 299S at M/s Trans Eurokars Pte Ltd (Ubi) on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly advise whether insured has reported. If so, 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 Hsiao Tong and she can be contacted at DID: 6742 3197.

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

**Sent:** Saturday, 18 July, 2020 6:02 PM

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

**Subject:** FW: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Hi LKK

Please assist to attend this TP PIR.

Our insured has not reported the accident to us yet.

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 -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

**Regards**

**Janice Goh**

Executive | Claims

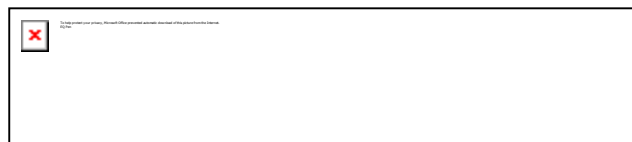


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---

**From:** Janice Goh  
**Sent:** Saturday, July 18, 2020 5:58 PM  
**To:** 'ronald.yap@eurokars.com.sg' <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>  
**Cc:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Without Prejudice

Hi Ronald

Thank you for your email.

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

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 -read

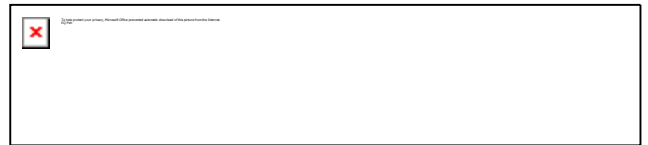
Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

**Regards**

**Janice Goh**  
Executive | Claims



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**From:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg) [<mailto:ronald.yap@eurokars.com.sg>]  
**Sent:** Saturday, July 18, 2020 8:52 AM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Cc:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Dear Janice,

Please assign to LKK.

Thank You,

Ronald Yap  
5 Ubi Close  
S408605  
Eurokars Group

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**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Sent:** 15 July 2020 18:27  
**To:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>  
**Cc:** Jess Francis Amurao Carlos <[jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)>  
**Subject:** RE: ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S - EQ's REF: DM20HO01020/SG

Without Prejudice

Dear Ronald

Thank you for your email.

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<br>Tel: 6255 0808<br>Fax: 6849 9155  | 2) Automobile Inspection Services Pte Ltd<br>Tel: 6286 0155<br>Fax: 6284 1539<br>Contact Person: Sophia |
| 3) LBS Automotive Appraisal Pte Ltd<br>Tel: 6281 6690 / 62832866<br>Fax: 6281 8748<br>Contact Person: Amy/ Grace | 4) Priority Services<br>Tel: 6293 4822<br>Fax: 6296 3283<br>Contact Person: Sharon                      |
| 5) RT Appraisal Pte Ltd<br>Tel: 6748 6076<br>Fax: 6748 0361<br>Contact Person: Elson/Elgene                      | 6) LKK Auto Consultants Pte Ltd<br>Tel: 6256 3561<br>Fax: 6741 4108                                     |
| 7) JP Knights Pte Ltd<br>Tel: 6345 0068<br>Fax: 6344 5328  | 8) Appraisals Associates Pte Ltd<br>Tel : 6747 2822<br>Fax: 6747 0070                                   |
| 9) Infiniti Appraisal Service<br>Tel : 9668 4818/9009 9001<br>Fax: 6458 7432                                     | 10) Formteam Adjusters Pte Ltd<br>Tel: 6509 1788<br>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.

Thank you.

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#### Regards

**Janice Goh**

Executive | Claims



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**From:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg) [<mailto:ronald.yap@eurokars.com.sg>]

**Sent:** Wednesday, July 15, 2020 4:52 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Cc:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)

**Subject:** ARRANGE FOR SURVEY / YOUR REF: SLM815E / OUR REF: SLD299S

Dear EQ IPRS,

As attached, kindly arrange the inspection of our client's vehicle.

Thank You,

Ronald Yap  
5 Ubi Close  
S408605  
Eurokars Group

**From:** [mazdacanon@mazda.com.sg](mailto:mazdacanon@mazda.com.sg) <[transeurokars@eurokars.com.sg](mailto:transeurokars@eurokars.com.sg)>

**Sent:** 15 July 2020 17:24

**To:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>

**Subject:** Attached Image

To: [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg) [Remove](#) eurokars.com.sg from my allow list  
From: [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)

*You received this message because the domain eurokars.com.sg is on your allow list.*