

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 21 August, 2020 4:29 PM
To: 'Joel Goh'
Cc: Cecilia Chong (LKK Auto); Admin A
Subject: RE: Requesting for TP survey / EQ ref - SMA3675Z / Our ref - SMA7122B / Doa Aug 5, 2020 (DM20HO01128-JG)
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf
Categories: HMK

EQI REF: DM20HO01128-JG
LKK REF: CC4/EQI20008419/R1ga3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMA 7122B on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Cecilia and she can be contacted at DID: 6749 4274.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Friday, 14 August, 2020 11:07 AM
To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Requesting for TP survey / EQ ref - SMA3675Z / Our ref - SMA7122B / Doa Aug 5, 2020 (DM20HO01128-JG)

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: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]

Sent: Thursday, 13 August 2020 3:05 PM

To: jess.carlos@eurokars.com.sg

Cc: Janice Goh; ronald.yap@eurokars.com.sg; eric.glorioso@eurokars.com.sg; Admin A

Subject: RE: Requesting for TP survey / EQ ref - SMA3675Z / Our ref - SMA7122B / Doa Aug 5, 2020
(DM20HO01128-JG)

Without Prejudice

Save As To Cost

Dear Jess

Thank you for your confirmation.
We will arrange accordingly.

Dear LKK

Please assist on this PRS.

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



A Member of Citystate

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From: jess.carlos@eurokars.com.sg [<mailto:jess.carlos@eurokars.com.sg>]

Sent: Thursday, August 13, 2020 11:35 AM

To: Joel Goh

Cc: Janice Goh; ronald.yap@eurokars.com.sg; eric.glorioso@eurokars.com.sg

Subject: RE: Requesting for TP survey / EQ ref - SMA3675Z / Our ref - SMA7122B / Doa Aug 5, 2020 (DM20HO01128-JG)

Hi Joel,

We choose LKK for this case.

Kindly arrange the necessary and update us for new developments.

6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
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Regards.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

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From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: 13 August 2020 11:35 AM
To: Jess Francis Amurao Carlos <jess.carlos@eurokars.com.sg>
Cc: Janice Goh <janice.goh@eqinsurance.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Eric Paul Patambang Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: Requesting for TP survey / EQ ref - SMA3675Z / Our ref - SMA7122B / Doa Aug 5, 2020 (DM20HO01128-JG)

Without Prejudice
Save As To Costs

Dear Jess

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.

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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

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From: jess.francis@eurokars.com.sg [<mailto:jess.francis@eurokars.com.sg>]

Sent: Thursday, August 13, 2020 11:18 AM

To: EQI PRS

Cc: Janice Goh; ronald.yap@eurokars.com.sg; eric.glorioso@eurokars.com.sg

Subject: Requesting for TP survey / EQ ref - SMA3675Z / Our ref - SMA7122B / Doa Aug 5, 2020

To whom it may concern,

Kindly arrange the TP survey to our client's vehicle.

Let us have the contact of the appointed surveyor for this case.

Regards.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

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