

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 21 August, 2020 11:20 AM  
**To:** Janice Goh; Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: Liability Check for SLS5009B against SLE2300C - EQ's REF: DM20HO01151/SG  
**Attachments:** TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf

**YOUR REF: DM20HO01151/SG**  
**LKK REF: CC4/EQI20008574/R1pa3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLS 5009B at M/s Ethoz Protect Pte Ltd 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 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>  
**Sent:** Monday, 17 August, 2020 5:11 PM  
**To:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Cc:** assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** FW: Liability Check for SLS5009B against SLE2300C - EQ's REF: DM20HO01151/SG

Hi Summer

Please refer to the email below and attached video 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 -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



**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:** Monday, August 17, 2020 5:06 PM

**To:** 'Jackson Teo Ban Chye' <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>

**Cc:** Selamatshahh Zainal <[Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com)>; Rakeswaran Anand  
<[rakes.anand@ethozgroup.com](mailto:rakes.anand@ethozgroup.com)>

**Subject:** RE: Liability Check for SLS5009B against SLE2300C - EQ's REF: DM20HO01151/SG

Without Prejudice

Hi Jackson

Liability is clear for DS.

Our surveyor, LKK will liaise with 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

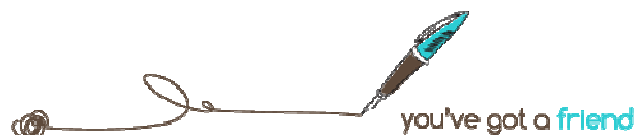


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**From:** Jackson Teo Ban Chye [<mailto:jackson.teo@ethozgroup.com>]  
**Sent:** Monday, August 17, 2020 5:01 PM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Cc:** Selamatshahh Zainal <[Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com)>; Rakeswaran Anand <[rakes.anand@ethozgroup.com](mailto:rakes.anand@ethozgroup.com)>  
**Subject:** RE: Liability Check for SLS5009B against SLE2300C - EQ's REF: DM20HO01151/SG

Hi Janice,

Dear Sir/Madam,

Kindly advise Liability decision for the below loss.

Our Client's Vehicle Number:	SLS5009B
NTUC Vehicle Number:	SLE2300C
Date/Time of Loss:	12/08/2020 16:55

Thank You.  
Warmest regards,  
Jackson Teo  
Customer Service Engineer



Ethoz Group Ltd  
30 BUKIT BATOK CRESCENT SINGAPORE 658075  
DID: 66547515 | FAX: 66547543  
H/P: 87006696  
Website: [www.ethozgroup.com](http://www.ethozgroup.com)



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**From:** Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]  
**Sent:** Monday, August 17, 2020 3:00 PM  
**To:** Selamatshahh Zainal <[Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com)>  
**Cc:** Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>  
**Subject:** RE: Request TP Claim Survey for SLS5009B - EQ's REF: DM20HO01151/SG

**Without Prejudice**

Dear Selamatshahh Zainal

Thank you for your email.

We will appoint LKK Auto 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

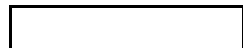
#### Regards

**Janice Goh**

Executive | Claims

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**From:** Selamatshahh Zainal [<mailto:Selamatshahh.Zainal@ethozgroup.com>]

**Sent:** Monday, August 17, 2020 2:47 PM

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

**Cc:** Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>

**Subject:** RE: Request TP Claim Survey for SLS5009B - EQ's REF: DM20HO01151/SG

Dear Janice,

Thank you for your prompt reply. Please proceed to make arrangement for LKK Auto Consultant to conduct the survey at 30 Bukit Batok Crescent.

Warmest regards,

**Selamatshahh Zainal**

**Senior Executive**

**Motor Claims Operations**



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

**Website:** [www.ethozgroup.com](http://www.ethozgroup.com)



**From:** Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]  
**Sent:** Monday, August 17, 2020 2:44 PM  
**To:** Selamatshahh Zainal <[Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com)>  
**Cc:** Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>  
**Subject:** RE: Request TP Claim Survey for SLS5009B - EQ's REF: DM20HO01151/SG

## Without Prejudice

Dear Selamatshahh Zainal

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 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.

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 serve you.

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.

**Regards**

**Janice Goh**  
Executive | Claims

**EQ Insurance Company Limited**

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**From:** Selamatshahh Zainal [<mailto:Selamatshahh.Zainal@ethozgroup.com>]  
**Sent:** Monday, August 17, 2020 1:47 PM  
**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>  
**Cc:** Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>  
**Subject:** Request TP Claim Survey for SLS5009B  
**Importance:** High

*Hi Motor Claim,*

*Please assist to make arrangement for TP survey **SLS5009B** accident on 12/08/2020. Claiming against your insured **SLE2300C**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at Ethoz 30 Bukit Batok Crescent.*

*Before we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.*

Warmest regards,

**Selamatshahh Zainal**  
Senior Executive  
Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

**Website:** [www.ethozgroup.com](http://www.ethozgroup.com)



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