

Mei Kwan (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Monday, 14 September, 2020 2:43 PM
To: 'Joel Goh'
Cc: Steve Lim; Hsiao Tong (LKKAUTO); Admin A
Subject: RE: EQI Ref: DM20HO01224 / SG: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B
Attachments: TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf
Categories: HMK

YOUR REF: DM20HO01224/SG
LKK REF: CC4/EQI20009319/Upa3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SKV 7029B 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

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 | 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: Tuesday, 1 September, 2020 4:45 PM
To: steve.lim@eqinsurance.com.s; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: EQI Ref: DM20HO01224 / SG: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B

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: Steve Lim <steve.lim@eqinsurance.com.sg>

Sent: Tuesday, 1 September, 2020 4:40 PM

To: Admin A <admin-a@lkkauto.com>

Cc: Janice Goh <janice.goh@eqinsurance.com.sg>

Subject: FW: EQI Ref: DM20HO01224 / SG: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B

Hi LKK,

Not sure which email to send. Please assist to survey and proceed with DS if in order

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,

Steve Lim

Assistant Manager | Claims

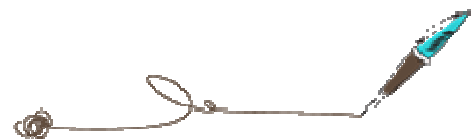


EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9885 | tel 65 6223 9433 ext 885 | fax 65 6223 4190

www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Ronald Yap [<mailto:ronald.yap@eurokars.com.sg>]

Sent: Tuesday, 1 September 2020 4:29 PM

To: Steve Lim <steve.lim@eqinsurance.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Subject: RE: EQI Ref: DM20HO01224 / JT: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B

Dear Steve,

Kindly assign to LKK.

Thank You,

Ronald Yap
5 Ubi Close
S408605
Eurokars Group

From: Steve Lim <steve.lim@eqinsurance.com.sg>
Sent: 01 September 2020 16:28
To: Ronald Yap <ronald.yap@eurokars.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: EQI Ref: DM20HO01224 / JT: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B

Without Prejudice
Save As To Costs

Dear Sir,

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.

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 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,

Steve Lim

Assistant Manager | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
 did 65 6496 9885 | tel 65 6223 9433 ext 885 | fax 65 6223 4190
www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Ronald Yap [<mailto:ronald.yap@eurokars.com.sg>]

Sent: Tuesday, 1 September 2020 4:14 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Janice Goh <janice.goh@eqinsurance.com.sg>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Subject: RE: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B

Dear Janice,

Kindly assist for our request as below.

Thank You,

Ronald Yap
5 Ubi Close
S408605
Eurokars Group

From: Ronald Yap
Sent: 28 August 2020 11:39
To: eqiprs@eqinsurance.com.sg
Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: ARRANGE FOR SURVEY / YOUR REF: YP9456D / SKV7029B
Importance: High

Dear EQIPRS,

As attached, please arrange survey of our client's vehicle.

Kindly advise liability once established.

Thank You,

Ronald Yap
5 Ubi Close
S408605
Eurokars Group

From: mazdacanon@mazda.com.sg <transeurokars@eurokars.com.sg>
Sent: 28 August 2020 12:12
To: Ronald Yap <ronald.yap@eurokars.com.sg>
Subject: Attached Image