

Su Li (LKK Auto)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Thursday, 10 September 2020 10:41 AM
To: Su Li (LKK Auto)
Cc: Admin A; Cecilia Chong (LKK Auto)
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)
Attachments: SJE9073K.PDF

Dear Su Li

Attached insured's accident report.
Insured reported that third party was exiting minor road.

Please obtain evidence from third party before any 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 -reachabl

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

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



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From: Joel Goh
Sent: Tuesday, September 8, 2020 10:24 AM
To: 'Su Li (LKK Auto)'
Cc: Admin A; Cecilia Chong (LKK Auto)
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Dear Su Li

Our insured has not reported this accident.

Announcement

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From: Su Li (LKK Auto) [mailto:suli@lkkauto.com]

Sent: Tuesday, September 8, 2020 9:55 AM

To: EQI PRS; Joel Goh

Cc: Admin A; Cecilia Chong (LKK Auto)

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle GBF 6344M at M/s AUTOLUTION INDUSTRIAL 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

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

Kindly take note that the case handler in-charge is Cecilia.

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: 6841 1467 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: Admin-D (LKKAuto)

Sent: Wednesday, 2 September 2020 10:41 AM

To: 'Joel Goh'; assignments; SUR; Admin A

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-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 <joel.goh@eqinsurance.com.sg>

Sent: Wednesday, 2 September, 2020 10:03 AM

To: Elmer Alfonso <elmer@tanchong.com>

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

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Without Prejudice

Save As To Cost

Dear Elmer

Thank you for your confirmation.

We will arrange accordingly.

Dear LKK

Please assist on this PRS.
Our insured has not reported this accident.

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

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Best Regards,
Joel Goh

Senior Executive | Claims



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A handwritten signature in black ink, appearing to be 'Elmer Alfonso', with a long horizontal line extending to the right.

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Elmer Alfonso [<mailto:elmer@tanchong.com>]

Sent: Wednesday, September 2, 2020 9:56 AM

To: Joel Goh

Subject: Re: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Dear Joel,

We prefer LKK.

Best Regards,

Elmer Alfonso

From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Wednesday, September 2, 2020 9:50 AM

To: Elmer Alfonso <elmer@tanchong.com>

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Without Prejudice
Save As To Costs

Dear Elmer

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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From: Elmer Alfonso [<mailto:elmer@tanchong.com>]

Sent: Wednesday, September 2, 2020 9:45 AM

To: Joel Goh

Subject: Re: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Dear Joel,

Proceed with PRS. Kindly advise if the schedule survey on 03.09.2020 11:00 am.

Best Regards,

Elmer Alfonso

96450084

From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Wednesday, September 2, 2020 9:25 AM

To: Elmer Alfonso <elmer@tanchong.com>

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020 (DM20HO01265-JG)

Without Prejudice

Save As To Cost

Dear Elmer

Our insured has not reported this accident as such we are unable to discuss on liability.

Please advise if you wish to proceed with PRS first.

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From: Elmer Alfonso [<mailto:elmer@tanchong.com>]

Sent: Monday, August 31, 2020 3:49 PM

To: EQI PRS

Subject: ACCIDENT INVOLVING MY CLIENT VEHICLE GBF6344M AND YOUR INSURED VEHICLE SJE9073K ON 17.08.2020

Good Morning,

Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental . Can you Arrange survey on 03.09.2020 11:00 Am. Here at AUTOLUTION INDUSTRIAL PTE LTD address 19 UBI ROAD 4 SINGAPORE 408623

Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate

Regards,

Elmer Alfonso

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

[Tel:67038691](tel:67038691) EMAIL: elmer@tanchong.com

