

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 18 September, 2020 11:18 AM
To: Jaime Tay
Cc: Admin A; Jasper Chua (LKK Auto)
Subject: RE: Urgent: Pre-Repair Inspection: Your Vehicle: DM20HO01242/JT (SJD5848Z); Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020
Attachments: TP ESTIMATE - MARKED.pdf; TP GIA REPORT.pdf; Preliminary Advice.pdf
Categories: HMK

YOUR REF: DM20HO01242/JT
LKK REF: CC4/EQI20009555/Kba3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SDH 9211J on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report

Please take note that the case handler in-charge is Jasper and he can be contacted at DID: 6841 2928.

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: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Monday, 7 September, 2020 7:29 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: RE: Urgent: Pre-Repair Inspection: Your Vehicle: DM20HO01242/JT (SJD5848Z); Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020

Dear Mei Kwan,

Please find enclosed GIA report as requested.

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.

Thank you.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

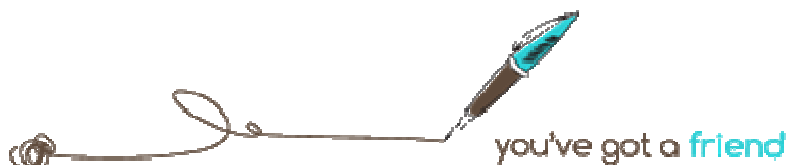
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190

www.eqinsurance.com.sg



A Member of Citystate



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

Sent: 07 September 2020 19:04

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: Urgent: Pre-Repair Inspection: Your Vehicle: DM20HO01242/JT (SJD5848Z); Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020

EQI REF: DM20HO01242/JT
LKK REF: CC4/EQI20009555/ba3

Dear Jaime,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Jasper.

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: Monday, 7 September, 2020 10:03 AM
To: jaime.tay@eqinsurance.com.sg; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Urgent: Pre-Repair Inspection: Your Vehicle: DM20HO01242/JT (SJD5848Z); Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020

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: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Friday, 4 September, 2020 6:00 PM
To: bonnie kwok <litigation@bonniekwok.com>; Admin A <admin-a@lkkauto.com>
Cc: yeeauto pteltd <yeeautopteltd@gmail.com>
Subject: RE: Urgent: Pre-Repair Inspection: Your Vehicle: DM20HO01242/JT (SJD5848Z); Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS on WP basis.

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,

Jaime Tay
[Executive | Claims](#)



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | 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: bonnie kwok [<mailto:litigation@bonniekwok.com>]

Sent: 02 September 2020 17:31

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: yeeauto pteltd <yeeautopteltd@gmail.com>

Subject: Re: Urgent: Pre-Repair Inspection: Your Vehicle: DM20HO01242/JT (SJD5848Z); Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020

Dear Sirs,

Our client agrees to LKK Auto Consultants Pte Ltd as the Single Joint Expert (SJE).

Please let us have their report in due course.

Kindly request for the SJE to contact the repairers, M/s Yee Auto Pte Ltd at 6457 5768 to make the necessary arrangements.

Regards,
ST

--

BONNIE KWOK LLC

Advocates & Solicitors
101A Upper Cross Street
#08-12 People's Park Centre
Singapore 058358
TEL: 6536 6026
FAX: 6536 2279
email : litigation@bonniekwok.com
GST Reg. No.: 201203547Z

We do not accept service of documents by facsimile or email. Our business hours are from Mondays to Fridays from 8.45 a.m. to 5.45 p.m. and we are closed on Saturday, Sundays and Public Holidays.

-- Email Disclaimer --

This message contains information that may be privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please delete it from your system and notify the sender. You are advised to carry out your own checks on this message for computer viruses and other defects. Please note that we disclaim liability for any loss or damage caused by computer viruses and/or other defects.

On Wed, 2 Sep 2020 at 13:36, Jaime Tay <jaime.tay@eqinsurance.com.sg> wrote:

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.

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,

Jaime Tay

Executive | Claims

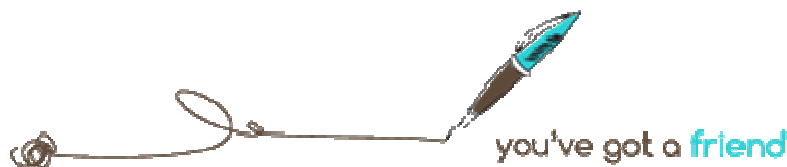


EQ Insurance Company Limited

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

did 65 6496 9882 | tel 65 6223 9433 ext 882 | 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: bonnie kwok [mailto:litigation@bonniekwok.com]

Sent: 02 September 2020 12:32

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Subject: Urgent: Pre-Repair Inspection: Your Vehicle: SJD5848Z; Our Ref: YeeAuto-SDH9211J; Accident Involving SDH 9211 J & SJD 5848 Z on 25 August 2020

Urgent

Dear Sirs,

We refer to the above matter.

We hereby give you 2 days' notice to conduct a pre-repair inspection of vehicle no. SDH 9211 J at M/s Yee Auto Pte Ltd, Block 160 Sin Ming Drive #02-17 Sin Ming Autocity Singapore 575722.

Regards,

ST

--

BONNIE KWOK LLC

Advocates & Solicitors

101A Upper Cross Street

#08-12 People's Park Centre

Singapore 058358

TEL: 6536 6026

FAX: 6536 2279

email : litigation@bonniekwok.com

GST Reg. No.: 201203547Z

We do not accept service of documents by facsimile or email. Our business hours are from Mondays to Fridays from 8.45 a.m. to 5.45 p.m. and we are closed on Saturday, Sundays and Public Holidays.

-- Email Disclaimer --

This message contains information that may be privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please delete it from your system and notify the sender. You are advised to carry out your own checks on this message for computer viruses and other

defects. Please note that we disclaim liability for any loss or damage caused by computer viruses and/or other defects.