

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 6 November, 2020 4:30 PM
To: Joel Goh; Cecilia Chong (LKK Auto)
Cc: Admin A
Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)
Attachments: LKK REPORT & PHOTO.pdf
Categories: HMK

Dear Joel,

Attached survey report for your perusal.

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: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Friday, 6 November, 2020 11:00 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Dear Mei Kwan

Please advise if this issue has been resolved.

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 -reac

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



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

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, October 28, 2020 2:21 PM
To: Joel Goh; Cecilia Chong (LKK Auto)
Cc: Admin A
Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Dear Joel,

Please be informed that we are unable to send you survey report due to our system having some technical issue. Once resolve, we will forward a copy to you.

Sorry for the inconvenience caused.

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: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, 28 October, 2020 1:48 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Dear Mei Kwan

Please assist to submit your survey report for this case soonest.
We received LOD from third party.

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



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

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

Sent: Tuesday, September 29, 2020 8:00 PM

To: Joel Goh; Cecilia Chong (LKK Auto)

Cc: Admin A

Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Dear Joel,

Thank you for your assignment.

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

Sent: Tuesday, 29 September, 2020 5:22 PM

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

Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Dear LKK

Attached both accident reports for your attention.

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



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



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

From: Joel Goh

Sent: Tuesday, September 29, 2020 4:59 PM

To: Stytech Auto Pte Ltd

Cc: Admin A

Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Without Prejudice

Save As To Cost

Dear Winston

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 -ready.

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 video conference.

Best Regards,

Joel Goh



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



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

From: Stytech Auto Pte Ltd [<mailto:stytechent@singnet.com.sg>]

Sent: Tuesday, September 29, 2020 12:40 PM

To: Joel Goh

Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Dear Joel,

Please assign: **6) LKK Auto Consultants Pte Ltd**

Thank you

Best Regards

Winston Teo

Stytech Auto Pte Ltd

Email: stytechent@singnet.com.sg | Mobile: +65 9685 8843 | Fax: +65 6445 3310

Address: 2 Kaki Bukit Ave 2 #01-02/ 03, Kaki Bukit Autohub, Singapore 417921



STYTECH AUTO PTE LTD

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

Sent: Tuesday, September 29, 2020 10:02 AM

To: Stytech Auto Pte Ltd <stytechent@singnet.com.sg>

Subject: RE: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y. (DM20HO01397-JG)

Without Prejudice

Save As To Costs

Dear Winston

My apologies for the late response as I was out of office.

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.

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.

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 teleconference.

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



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

From: Stytech Auto Pte Ltd [<mailto:stytechent@singnet.com.sg>]

Sent: Friday, September 25, 2020 11:34 AM

To: EQI PRS

Subject: SURVEY INVITATION for accident on 23/09/20 Along Sungei Kadut Loop, involving vehicle GBC5142B & XE1760Y.

Dear Claims Officer

We would like to invite your surveyor to our workshop to survey our vehicle GBC5142B whom involved an accident with your insured vehicle XE1760Y.

Location : **2 Kaki Bukit Ave 2 #01-03**
Kaki Bukit Autohub S(417921)
(enter via Kaki Bukit Road 2) Heavy Vehicle Workshops

Contact Person : **Mr. Winston Teo**
Hp. No. 9685 8843

Kindly reply to this email or contact me at 96858843 to confirm.

Thank You

Best Regards

Winston Teo

Hp 96858843

Stytech Auto Pte Ltd

2 Kaki Bukit Ave 2 #01-03

Kaki Bukit Autohub Singapore 417921

TEL : 64448125

Fax : 64453310