

Summer Lee (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, 18 October, 2020 9:02 PM
To: assignments
Cc: Admin A; CS A Team
Subject: FW: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)

Hi

Kindly assist to replace ref - [CC4/EQI20011239/ga3](#).

EQI to handle LOD in future. Please handle.

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: Hsiao Tong (LKKAuto)
Sent: Saturday, 17 October 2020 11:15 AM
To: Admin A
Subject: Fw: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)

Hi Admin,

Please take note that EQ will handle LOD directly.

LKK only do survey, so it should be SUR dept case.

Please do your necessary.

Thanks.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Friday, 16 October 2020 2:13 PM
To: Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Mars Ler <mars.ler@ccfulco.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)

**Without Prejudice
Save As To Cost**

Dear Ren

Thank you for your confirmation.
We will arrange accordingly.

Kindly assist to submit your LOD to us directly.

Dear LKK

Please assist on this 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 -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: Renemer Bagang [<mailto:renemer.bagang@ccfulco.com.sg>]

Sent: Friday, October 16, 2020 11:27 AM

To: Joel Goh

Cc: Chris Bulaclac; Mars Ler

Subject: RE: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)

Dear Joel,

Please appoint LKK Auto Consultant Pte Ltd to conduct Pre-repair survey on 20/10/2020 Tuesday 10:00am at Level 3 330 Ubi road 3 408650.

Thank you,

Best Regards,

Ren Bagang

Motor Claims Service Advisor

H/P +65 85523293 D/D 65949166

email : renemer.bagang@ccfulco.com.sg

Cycle & Carriage Fulco Motor Dealer Pte Ltd

330 UBI Road 3 Singapore 408650

Tel : 67461000 Fax : 64875857

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

Sent: Friday, 16 October 2020 11:18 AM

To: Renemer Bagang

Cc: Chris Bulaclac; Mars Ler

Subject: RE: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)

Without Prejudice

Save As To Costs

Dear Ren

We welcome direct settlement for this accident.

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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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



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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: Renemer Bagang [<mailto:renemer.bagang@ccfulco.com.sg>]

Sent: Friday, October 16, 2020 9:26 AM

To: EQI PRS

Cc: Chris Bulaclac; Mars Ler

Subject: RE: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R

Dear Motor Claims,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey on 20/10/2020 Tuesday 10:00am at 330 Ubi Road 3 408650.

Thank you,

Best Regards,

Ren Bagang

Motor Claims Service Advisor

H/P +65 85523293 D/D 65949166

email : renemer.bagang@ccfulco.com.sg

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