

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 28 October 2020 1:50 PM  
**To:** Joel Goh  
**Cc:** SUR  
**Subject:** RE: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)  
**Attachments:** SMQ9702E IA.pdf

Dear Joel,

Enclosed herewith preliminary advice of SMQ 9702E.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, 16 October 2020 2:30 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** FW: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-JG)

Hi Assignment Team,

Kindly assist.

*\* 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](mailto: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)

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**From:** Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]  
**Sent:** Friday, 16 October 2020 2:17 PM  
**To:** Admin A  
**Subject:** RE: Accident On 14/10/2020 Involving Our Insured SMQ9702E And Your Insured SKT3207R (DM20HO01516-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 -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

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](http://www.eqinsurance.com.sg)



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**From:** Joel Goh  
**Sent:** Friday, October 16, 2020 2:16 PM  
**To:** 'Renemer Bagang'  
**Cc:** Chris Bulaclac; Mars Ler; 'Admin A'  
**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 -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

Best Regards,  
Joel Goh

Senior Executive | Claims



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**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](mailto:renemer.bagang@ccfulco.com.sg)**

**Cycle & Carriage Fulco Motor Dealer Pte Ltd**

**330 UBI Road 3 Singapore 408650**

**Tel : 67461000 Fax : 64875857**

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**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.

<b>1) AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	<b>2) Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b> Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256 3561 Fax: 6741 4108
<b>7) JP Knights Pte Ltd</b> Tel: 6345 0068 Fax: 6344 5328	<b>8) Appraisals Associates Pte Ltd</b> Tel : 6747 2822 Fax: 6747 0070
<b>9) Infiniti Appraisal Service</b> Tel : 9668 4818/9009 9001 Fax: 6458 7432	<b>10) Formteam Adjusters Pte Ltd</b> 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 to serve you.  
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



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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](mailto:renemer.bagang@ccfulco.com.sg)

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