

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 3 November 2020 5:36 PM
To: Jaime Tay; assignments
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: our veh SMN8049E, your veh SLE6612B on 28/10/2020 // EQI REF: DM20HO01622/JT

Dear Jaime,

Thank you for your email.

For survey assignment/arrangement, kindly assist to send to our assignment team - assignments@lkkauto.com.

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: Tuesday, 3 November, 2020 5:26 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: our veh SMN8049E, your veh SLE6612B on 28/10/2020 // EQI REF: DM20HO01622/JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Coco,

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

Dear Sirs,

Please assist on PRS assignment.

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: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]
Sent: 03 November 2020 15:20
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: our veh SMN8049E, your veh SLE6612B on 28/10/2020 // EQI REF: DM20HO01622/JT

Dear Jaime,

We choose LKK.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg



From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, 3 November, 2020 2:13 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: our veh SMN8049E, your veh SLE6612B on 28/10/2020 // EQI REF: DM20HO01622/JT

This email was sent from outside of your organisation

WITHOUT PREJUDICE

Dear Sirs,

Resend with amended claim reference number **EQI REF: DM20HO01622/JT**

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.

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Thank you.

Regards,

Jaime Tay

Executive | Claims



EQ Insurance Company Limited

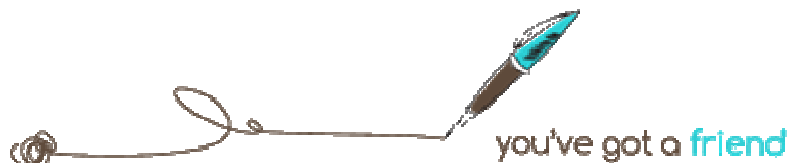
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

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

www.eqinsurance.com.sg



A Member of Citystate



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From: Jaime Tay

Sent: 03 November 2020 14:08

To: 'Coco Lu Ting' <coco.lu@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua

<kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong

Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: our veh SMN8049E, your veh SLE6612B on 28/10/2020 // EQI REF: DM20HO00723/JT

Without Prejudice

Save As To Costs

Dear Sir,

Liability seems to be down on our end.

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.

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Regards,

Jaime Tay
Executive | Claims



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From: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]

Sent: 29 October 2020 16:28

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: our veh SMN8049E, your veh SLE6612B on 28/10/2020

Dear officer in charge,

Please advise us the liability for this case. We attached the related documents for your reference.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Thursday, 29 October, 2020 4:22 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: scan to email

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