

## Veron Chen (LKKAUTO)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Thursday, 5 November 2020 2:37 PM  
**To:** Veron Chen (LKKAUTO); SUR  
**Subject:** RE: DIRECT SURVEY INSPECTION ON WORKSHOP - TRANS-CAB AUTO SERVICES PTE LTD (TP VEHICLE: SHD 419K, INSURED VEHICLE: SLD 1922U, DOA: 3/11/20) (DM20HO01638-JG)

Dear Veron

Please do not proceed with settlement.  
We will handle settlement at our end.

Please assist to submit your survey report to us once finalized.

### 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 assist you from home.

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**

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:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Thursday, November 5, 2020 2:30 PM  
**To:** Joel Goh; SUR  
**Subject:** DIRECT SURVEY INSPECTION ON WORKSHOP - TRANS-CAB AUTO SERVICES PTE LTD (TP VEHICLE: SHD 419K, INSURED VEHICLE: SLD 1922U, DOA: 3/11/20) (DM20HO01638-JG)

Dear Joel,

Noted with thanks.

Can we proceed on direct settlement for this case?

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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

**Sent:** Thursday, 5 November 2020 1:13 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: DIRECT SURVEY INSPECTION ON WORKSHOP - TRANS-CAB AUTO SERVICES PTE LTD (TP VEHICLE: SHD 419K, INSURED VEHICLE: SLD 1922U, DOA: 3/11/20) (DM20HO01638-JG)

Dear Veron

Attached insured's accident report 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

Senior Executive | Claims



**EQ Insurance Company Limited**

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** Thursday, November 5, 2020 11:23 AM

**To:** EQI PRS; SUR

**Subject:** DIRECT SURVEY INSPECTION ON WORKSHOP - TRANS-CAB AUTO SERVICES PTE LTD (TP VEHICLE: SHD 419K, INSURED VEHICLE: SLD 1922U, DOA: 3/11/20)

Dear Sir/Madam,

Please be informed that we had inspected the vehicle SHD 419K at M/s: TRANS-CAB AUTO SERVICES PTE LTD, NO 2 ANG MO KIO STREET 63, SINGAPORE 569111 on 4/11/20.

Enclosed herewith a copy of TP's GIA, estimate and preliminary advised.

Meanwhile, kindly provide us the claim reference number for our necessary action.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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