

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Tuesday, 12 January 2021 1:43 PM
To: Joel Goh; Admin-D (LKKAuto)
Cc: assignments; SUR
Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB
Attachments: PRELI ADVISED SFN 8222D.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SFN 8222D

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Friday, 8 January 2021 3:17 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Dear Summer

Attached our 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 -reachabl

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

Best Regards,
Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited

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



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

From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, 16 December 2020 10:33 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com
Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, 16 December, 2020 10:19 AM
To: 'Summer Lee (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com
Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Dear Summer

Apologies, I missed out the PRI notice

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

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

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



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From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Wednesday, 16 December 2020 10:16 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com
Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Dear Joel,

Kindly assist to provide the workshop details.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Tuesday, 15 December, 2020 1:44 PM
To: 'info' <info@catherinelimllc.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Without Prejudice

Save As To Cost

Dear Sally

Thank you for your confirmation.
We will arrange accordingly.

Dear LKK

Please assist on this PRS.
Our insured has not reported this accident.

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

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

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

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A handwritten signature in dark ink, appearing to be "Joel Goh", is written on a horizontal line.

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

From: info <info@catherinelimllc.com>

Sent: Tuesday, 15 December 2020 10:02 AM

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

Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Dear Joel (Without Prejudice)

We refer to your email.

Our client is agreeable to

6) LKK Auto Consultants Pte Ltd (Marcus)

Regards

Sally Goh

Catherine Lim LLC

20 Havelock Road #03-01

Central Square

Singapore 059765

Email: info@catherinelimllc.com

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

Sent: Monday, December 14, 2020 9:34 AM

To: info <info@catherinelimllc.com>

Subject: RE: YOUR REF: DM20HO01868-JG ; OUR REF: CL/201223/T/AB

Without Prejudice

Save As To Costs

Dear Sally

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 -reachable

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be cond

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

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From: info <info@catherinelimllc.com>
Sent: Friday, 11 December 2020 3:44 PM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: EQI PRS <EQIPRS@eqinsurance.com.sg>
Subject: RE: YOUR REF: YP3220G OUR REF: CL/201223/T/AB

Dear Joel (Without Prejudice)

Please find attached a copy of our client GIA report. Thank you.

Regards
Sally Goh
For Catherine Lim LLC

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Friday, December 11, 2020 3:39 PM
To: info <info@catherinelimllc.com>
Cc: EQI PRS <EQIPRS@eqinsurance.com.sg>
Subject: RE: YOUR REF: YP3220G OUR REF: CL/201223/T/AB

Without Prejudice
Save As To Cost

Dear Sally

Thank you for your email

Please refrain from sending PRS requests to individual emails.
Kindly send to eqiprs@eqinsurance.com.sg to prevent your emails from being missed out by individual officers.

Meanwhile, appreciate if you could forward a copy of your client's GIA report or provide us with the accident time in order for us to register the claim and arrange for PRS soonest.

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

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 telephonic or video conferencing.

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



A handwritten signature in black ink, appearing to be "Joel Goh", is written on a horizontal line.

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

From: info <info@catherinelimllc.com>

Sent: Friday, 11 December 2020 2:14 PM

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

Subject: YOUR REF: YP 3220G OUR REF: CL/201223/T/AB

Dear Joel (Without Prejudice)

Please find attached our PRI notice dated 10/12/2020.

Please assist. Thank you.

Regards
Sally Goh
For Catherine Lim LLC