

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 5 January 2021 10:54 AM
To: Admin-D (LKKAUTO); 'Joel Goh'; assignments
Cc: SUR
Subject: RE: Direct Settlement (SM) - Accident involving SJD1178A & GBJ1054L DOA: 26/12/2020 (DM20HO01974-JG)
Attachments: PRELI ADVISED.pdf

Dear Joel,

Enclosed preliminary revised of vehicle SJD 1178A
Date of survey: 4/1/2021
Number of days (estimated) : 6 days

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)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Wednesday, 30 December 2020 3:49 PM
To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Direct Settlement (SM) - Accident involving SJD1178A & GBJ1054L DOA: 26/12/2020 (DM20HO01974-JG)

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange to survey on 04/01/2021.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

**** 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: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, 30 December 2020 9:04 AM
To: 'Ashlyn Chng' <Ashlyn.Chng@inchcape.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Direct Settlement (SM) - Accident involving SJD1178A & GBJ1054L DOA: 26/12/2020 (DM20HO01974-JG)

Without Prejudice
Save As To Cost

Dear Ashlyn

Thank you for your confirmation.
We will arrange accordingly.

Kindly forward your LOD to us directly for our review.

Dear LKK

Please assist on this PRS.

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 -readiness.
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 Zoom.

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: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Sent: Tuesday, 29 December 2020 10:51 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: RE: Direct Settlement (SM) - Accident involving SJD1178A & GBJ1054L DOA: 26/12/2020 (DM20HO01974-JG)

Dear Joel,

We would like to choose **LKK Auto Consultants Pte Ltd** to conduct the survey.

Regards,
Ashlyn

From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]
Sent: Tuesday, 29 December 2020 9:48 am
To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: RE: Direct Settlement (SM) - Accident involving SJD1178A & GBJ1054L DOA: 26/12/2020 (DM20HO01974-JG)

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Without Prejudice
Save As To Costs

Dear Ashlyn

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.

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



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From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Sent: Monday, 28 December 2020 6:18 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>

Subject: RE: Direct Settlement (SM) - Accident involving SJD1178A & GBJ1054L DOA: 26/12/2020

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **GBJ1054L** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$150 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle (currently vehicle **NOT** in workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you!

Regards,

Ashlyn Chng

D: 6631 1874 | F: 6872 7260 | E: Ashlyn.chng@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent
Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg



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