

Celine Fong (LKKAuto)

From: Celine Fong (LKKAuto)
Sent: Wednesday, 14 July 2021 11:17 AM
To: Admin-D (LKKAuto); 'Jaime Tay'; assignments
Cc: SUR
Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K // EQI REF: DM21HO00074/JT

Dear Jaime,

Please be informed that we are unable to conduct the inspection for XE 999H after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@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: Friday, 29 January 2021 2:24 PM
To: 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K // EQI REF: DM21HO00074/JT

Dear Sir/Mdm,

Thank you for the assignment.

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

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)

** 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: Friday, 29 January 2021 1:11 PM
To: AVRIL HO <avril@movs.com.sg>; assignments <assignments@lkkauto.com>
Cc: nabilah@movs.com.sg; billy@movs.com.sg
Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K // EQI REF: DM21HO00074/JT

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Avril,

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

We welcome direct settlement. Please finalize COR with our surveyor and let us have your letter of claim when available.

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: AVRIL HO <avril@movs.com.sg>
Sent: Friday, 29 January 2021 10:57 am
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: nabilah@movs.com.sg; billy@movs.com.sg
Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K

Dear Jamie,

Please kindly assign LKK and revert the liability for direct settlement.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@nova.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: Jaime Tay [<mailto:jaime.tay@eqinsurance.com.sg>]

Sent: Friday, 29 January 2021 10:35 AM

To: AVRIL HO

Cc: nabilah@nova.com.sg; billy@nova.com.sg

Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K

Without Prejudice

Save As To Costs

Dear Avril,

Our insured has reported. Do you want to proceed with PRS?

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	4) Priority Services Tel: 62934822

Fax: 6281 8748 Contact Person: Amy/ Grace	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.

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



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Thank you.

Announcement

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From: Jaime Tay
Sent: Thursday, 21 January 2021 11:24 am
To: AVRIL HO <avril@mova.com.sg>
Cc: nabilah@mova.com.sg; billy@mova.com.sg
Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Avril,

Our insured has not reported the accident. We are unable to comment on liability.

Thank you.

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From: AVRIL HO <avril@movacom.sg>
Sent: Thursday, 21 January 2021 10:29 am
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: nabilah@movacom.sg; billy@movacom.sg
Subject: RE: TP CLAIMS - XE999H AGAINST FBN6902K

Dear Jaime,

Any update?

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@movacom.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: AVRIL HO [<mailto:avril@movacom.sg>]
Sent: Thursday, 14 January 2021 10:23 AM
To: 'jaime.tay@eqinsurance.com.sg'
Cc: 'nabilah@movacom.sg'; 'billy@movacom.sg'
Subject: TP CLAIMS - XE999H AGAINST FBN6902K

Dear Jaime,

Please kindly assist to revert the liability to us.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@mova.com.sg

Address: Blk 1008 Bt Merah Lane 3

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