

Nivitha (LKK Auto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Thursday, 4 February 2021 6:45 PM
To: Edwin Abcede Caina; assignments
Subject: RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021 // EQI PRS: DM21HO00138/JT
Attachments: 5183.mp4; [Untitled].pdf

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Edwin,

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



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From: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Thursday, 4 February 2021 5:33 pm
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021 // EQI PRS: DM21HO00138/JT

Hi Jaime,

May we get LKK to survey our client vehicle. Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

 A member of the Jardine Cycle & Carriage Group

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Thursday, February 4, 2021 5:25 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Subject: RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021 // EQI PRS: DM21HO00138/JT

This email was sent from outside of your organisation

Without Prejudice
Save As To Costs

Dear Sir,

Kindly send that all PRS requests and motor related correspondence to eqiprs@eqinsurance.com.sg in order for us to process your requests expeditiously.

Liability is clear. We welcome direct settlement.

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.

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Regards,

Jaime Tay
Executive | Claims



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www.eqinsurance.com.sg

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From: Customer Service
Sent: Thursday, 4 February 2021 5:07 pm
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: edwin.caina@cyclecarriage.com.sg
Subject: FW: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021

Hi Motor Claims Team,

Kindly assit.

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,

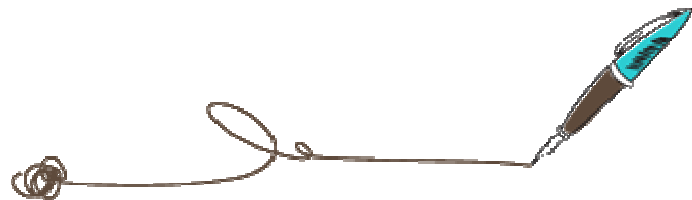
Rose Koh
Customer Service



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
tel 65 6223 9433 | fax 65 6224 3903
www.eqinsurance.com.sg

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From: Edwin Abcede Caina [<mailto:edwin.caina@cyclecarriage.com.sg>]
Sent: Thursday, February 04, 2021 4:22 PM
To: Marketing
Cc: Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua; Kevin Leong Wai Kit
Subject: RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021

Officer in Charge,

Kindly reply and give us an update . Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service



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From: Edwin Abcede Caina

Sent: Friday, January 22, 2021 3:47 PM

To: 'marketing@eqinsurance.com.sg' <marketing@eqinsurance.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don

Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021

Officer in Charge,

May we check for the liability of accident?

Best Regards,

Edwin Caina
Advisor- Customer Service



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From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>

Sent: Friday, January 22, 2021 3:50 PM

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: scan to email

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