

## Denise Tay (LKKAuto)

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**From:** Denise Tay (LKKAuto)  
**Sent:** Wednesday, 17 March 2021 5:00 PM  
**To:** Admin-D (LKKAuto); 'Jaime Tay'; assignments  
**Cc:** SUR  
**Subject:** RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021 // EQI PRS: DM21HO00138/JT  
**Attachments:** PRELI ADVISED SMQ 5183D.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SMQ5183D  
Date of survey: 16/3/2020  
Number of days (estimated) : 4 days

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Friday, 5 February 2021 10:27 AM  
**To:** 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021 // EQI PRS: DM21HO00138/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](mailto: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*

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

**Sent:** Thursday, 4 February 2021 6:45 PM

**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021 // EQI PRS: DM21HO00138/JT

**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](http://www.eqinsurance.com.sg)



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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Sent:** Thursday, 4 February 2021 5:33 pm

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto: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 •

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

**Sent:** Thursday, February 4, 2021 5:25 PM

**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto: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](mailto: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) <b>AJAX Inspection Services Pte Ltd</b>  Tel: 6255 0808  Fax: 6849 9155	2) <b>Automobile Inspection Services Pte Ltd</b>  Tel: 6286 0155  Fax: 6284 1539  Contact Person: Sophia
3) <b>LBS Automotive Appraisal Pte Ltd</b>  L.B.S. Auto Consultants Pte Ltd	4) <b>Priority Services</b>

Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	Tel: 62934822 Fax: 62963283 Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
<b>7) JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328	<b>8) Appraisals Associates Pte Ltd</b> Tel : 67472822 Fax: 67470070
<b>9) Infiniti Appraisal Service</b> Tel : 96684818/90099001 Fax: 64587432	<b>10) Formteam Adjusters Pte Ltd</b> 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**

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Regards,

Jaime Tay  
 Executive | Claims



**EQ Insurance Company Limited**

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did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://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](mailto:EQIPRS@eqinsurance.com.sg)>

**Cc:** [edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)

**Subject:** FW: SMQ5183D / SFA6388R TP CLAIM DOA: 21.01.2021

Hi Motor Claims Team,

Kindly asssit.

**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,

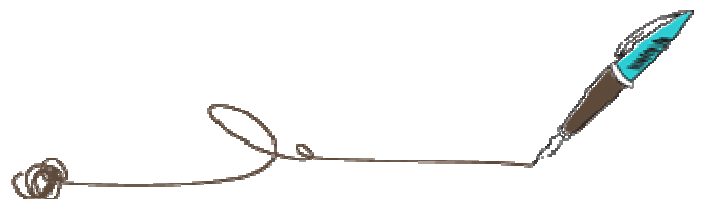
**Rose Koh**

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](http://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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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

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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](mailto:marketing@eqinsurance.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto: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](mailto:PGLJ06@cyclecarriage.com.sg)>  
**Sent:** Friday, January 22, 2021 3:50 PM  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Subject:** scan to email

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