

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 18 February 2021 3:51 PM
To: Admin-D (LKKAuto); Joel Goh; Admin A; assignments; SUR
Subject: RE: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)
Attachments: PRELI ADVISED.pdf

Dear Joel,

Enclosed preliminary revised of vehicle SMR 5408B
Date of survey: 18/2/21
Number of days (estimated) : 7 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: Thursday, 18 February 2021 9:18 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Re: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)

Dear Sir/Madam,

Thank you for your assignment.

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.

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: Thursday, 18 February 2021 9:12 AM
To: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; 'Valenzuela Crizbert Chua' <crizbertchua@italauto.com.sg>
Subject: RE: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)

Dear LKK

Please assist on this PRS ASAP

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: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>
Sent: Thursday, 18 February 2021 9:08 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; 'assignments' <assignments@lkkauto.com>
Subject: RE: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)

Hi Joel,

May I follow up on when will the Surveyor coming ?

We hope to minimise the delay as much as possible as this is a third party claim.

Thank you

Crizbert Chua Valenzuela
Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

Ital Auto Pte Ltd

Ital Auto Pte Ltd 30 Leng Kee Road, Singapore 159100

T (+65) 64751118 M (+65) 97688010

E crizbertchua@italauto.com.sg

W www.italauto.com.sg | facebook.com/Ferrari | twitter.com/Ferrari | Instagram/Ferrari

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

Sent: Thursday, 11 February 2021 10:47 am

To: Valenzuela Crizbert Chua

Cc: Pauline Neo May Fong; Andrew Teo (Ital Auto); 'assignments'

Subject: RE: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)

Without Prejudice

Save As To Cost

Dear Valenzuela

Thank you for your confirmation.
We will assign LKK to conduct PRS.

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 -reac

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Best Regards,
Joel Goh

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From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>
Sent: Thursday, 11 February 2021 10:02 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>
Subject: RE: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)

Hi Joel,

Kindly send someone from FTA or LKK since they have already came in here to survey before, otherwise we are okay with any of the Surveyor you want to appoint. Thank you

Crizbert Chua Valenzuela
Service Advisor



Ital Auto Pte Ltd 30 Leng Kee Road, Singapore 159100
T (+65) 64751118 M (+65) 97688010

E crizbertchua@italauto.com.sg

W www.italauto.com.sg | facebook.com/Ferrari | twitter.com/Ferrari / Instagram/Ferrari

From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]
Sent: Thursday, 11 February 2021 9:49 am
To: Valenzuela Crizbert Chua
Cc: Pauline Neo May Fong; Andrew Teo (Ital Auto)
Subject: RE: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E (DM21HO00225-JG)

Without Prejudice
Save As To Costs

Dear Valenzuela

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	6) LKK Auto Consultants Pte Ltd

Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	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.

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Best Regards,
Joel Goh

Senior Executive | Claims



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From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>
Sent: Wednesday, 10 February 2021 12:32 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>
Subject: SMR5408B_THIRD PARTY CLAIM AGAINST YOUR INSURED SMM9992E

Hi Motor Claims Officer,

We would like to help process a Third Party Claim for our customer **SMR5408B** against your Insured **SMM9992E**.

This is due to your insured has accidentally reversed into our customer's car and your insured has admitted it as can be seen in the Accident Report.

Attached is the documents required.

The car is with us at 30 Leng Kee Road. You may arrange your Surveyor at the soonest time possible.

You may contact me directly at 97688010.

Thank you

Crizbert Chua Valenzuela

Service Advisor



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