

## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 6 April 2021 9:01 AM  
**To:** Joel Goh (joel.goh@eqinsurance.com.sg); SUR  
**Subject:** FW: EQI Ref: DM21HO00464 / JG: DIRECT SURVEY INSPECTION ON WORKSHOP - SMRT AUTOMOTIVE SERVICES PTE LTD (TP VEHICLE: SHB 5500K, INSURED VEHICLE: SLK 100U, DOA: 24/2/21)  
**Attachments:** SLK100U.pdf; SHB 5500K (AMEND GIA).pdf

Dear Joel,

Attach TP amend GIA report.

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)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Tuesday, 30 March 2021 9:36 AM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: EQI Ref: DM21HO00464 / JG: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD (TP VEHICLE: SHB 5500K, INSURED VEHICLE: SLK 100U, DOA: 24/2/21)

Dear Veron

Please check with third party when was the date of accident.

Our insured filed the accident report and reported that the accident occurred on 24/03/2021.

### 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

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



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**From:** Steve Lim

**Sent:** Monday, 29 March 2021 8:09 AM

**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Subject:** EQI Ref: DM21HO00464 / JG: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD (TP VEHICLE: SHB 5500K, INSURED VEHICLE: SLK 100U, DOA: 24/2/21)

Hi Veron,

Above our reference number. Our insured did not report the accident.

Handler – Joel Goh

**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,

**Steve Lim**

Assistant Manager | Claims

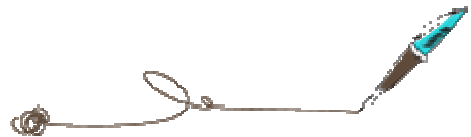


**EQ Insurance Company Limited**

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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

**Sent:** Friday, 26 March 2021 1:42 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD (TP VEHICLE: SHB 5500K, INSURED VEHICLE: SLK 100U, DOA: 24/2/21)

Dear Sir/Madam,

Please be informed that we had inspected the vehicle SHB 5500K at M/s: SMRT AUTOMOTIVE SERVICES PTE LTD, 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 on 25/3/21

Enclosed herewith a copy of TP's GIA and preliminary revised.

Meanwhile, kindly provide us the claim reference number for our necessary action.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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