

Shiau Chan (LKKAuto)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Thursday, 17 June 2021 4:12 pm
To: Shiau Chan (LKKAuto)
Cc: SUR; Chia Ka Wei
Subject: RE: DIRECT SURVEY INSPECTION ON WORKSHOP -NEW HOCK TECK MOTOR PTE LTD, DOA: 14/04/21, SMX 9325Z (TP VEHICLE), SDJ 118U (OI VEHICLE) (DM21HO00595-JG)
Attachments: DM21HO00595 - MOVA ESTIMATES.pdf

Dear Shiau Chan

Thank you for the updates.

Please ensure that Audatex is used for this survey as repair estimate exceeds \$10,000.00.
This vehicle was surveyed at Mova Automotive before third party decided to change repairer.
Attached a copy of Mova's repair estimate for your attention.

Appreciate if you could forward a copy of the marked estimates from New Hock Teck and advise the huge difference between the estimate of both repairers.

Lastly, please do not finalise any repair cost or authorize repair for this case.

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 -ready to support our customers.
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 via Zoom.

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, 17 June 2021 3:23 PM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: SUR <sur@lkkauto.com>; Chia Ka Wei <kawei.chia@eqinsurance.com.sg>

Subject: RE: DIRECT SURVEY INSPECTION ON WORKSHOP -NEW HOCK TECK MOTOR PTE LTD, DOA: 14/04/21, SMX 9325Z (TP VEHICLE), SDJ 118U (OI VEHICLE) (DM21HO00595-JG)

Dear Joel,

Enclosed herewith preliminary advice of SMX 9325Z.

Kindly advise whether we can finalise with repairer.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, 28 May 2021 2:42 pm

To: Joel Goh <joel.goh@eqinsurance.com.sg>

Cc: SUR <sur@lkkauto.com>; Chia Ka Wei <kawei.chia@eqinsurance.com.sg>

Subject: RE: DIRECT SURVEY INSPECTION ON WORKSHOP -NEW HOCK TECK MOTOR PTE LTD, DOA: 14/04/21, SMX 9325Z (TP VEHICLE), SDJ 118U (OI VEHICLE) (DM21HO00595-JG)

Dear Joel,

Noted with thanks.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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: Friday, 28 May 2021 2:41 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Chia Ka Wei <kawei.chia@eqinsurance.com.sg>

Subject: RE: DIRECT SURVEY INSPECTION ON WORKSHOP -NEW HOCK TECK MOTOR PTE LTD, DOA: 14/04/21, SMX 9325Z (TP VEHICLE), SDJ 118U (OI VEHICLE) (DM21HO00595-JG)

Importance: High

Dear Shiau Chan

I refer to our earlier tele-conversation.

As mentioned, please let us have your immediate advice for this case soonest.

Meanwhile, please inform the surveyor not to finalise the cost of repairs with New Hock Teck.

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



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From: Joel Goh

Sent: Friday, 28 May 2021 1:04 PM

To: 'Shiau Chan (LKKAUTO)' <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: DIRECT SURVEY INSPECTION ON WORKSHOP -NEW HOCK TECK MOTOR PTE LTD, DOA: 14/04/21, SMX 9325Z (TP VEHICLE), SDJ 118U (OI VEHICLE) (DM21HO00595-JG)

Importance: High

Dear Shiau Chan

Attached our insured's accident report for this case.

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 -ready to resume normal operations.

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 via video conference.

Best Regards,
Joel Goh

Senior Executive | Claims



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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, 28 May 2021 12:56 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: DIRECT SURVEY INSPECTION ON WORKSHOP -NEW HOCK TECK MOTOR PTE LTD, DOA: 14/04/21, SMX 9325Z (TP VEHICLE), SDJ 118U (OI VEHICLE)

Dear Sir/Madam,

Please be informed that we had inspected the vehicle SMX 9325Z at M/s: NEW HOCK TECK MOTOR PTE LTD, 1 KAKI BUKIT AVENUE 6 #01-43 AUTOBAY @ KAKI BUKIT SINGAPORE 417883 on 25/05/21.

Enclosed herewith a copy of TP's GIA report. The estimated cost of repair will forward to you shortly.

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

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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