

Re: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Mon 30/8/2021 9:28 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; SUR <sur@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>

1 attachments (136 KB)

PRELI ADVISE SMW 1722T.pdf;

Dear Joel,

Enclosed Preliminary of SMW 1722T

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Wednesday, 25 August 2021 5:27 pm

To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; SUR <sur@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 26-08-21.

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)

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.

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

Sent: Wednesday, 25 August, 2021 5:16 PM

To: 'Hock Wah Motor Pte Ltd' <motor@hockwah.com.sg>

Cc: 'assignments' <assignments@lkkauto.com>

Subject: RE: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Without Prejudice

Save As To Cost

Dear Anysia

Thank you for your confirmation.

We will arrange accordingly.

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 -reachable by phone or email.

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.

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: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Wednesday, 25 August 2021 11:26 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Subject: RE: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Dear Joel

We would like to appoint LKK Auto to survey above mention vehicle.

Thank you.

Best Regards
 Anysia Foo
 Senior Claims Advisor
Hock Wah Motor Workshop Pte Ltd
 Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977
 Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: 25 August 2021 11:21
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Subject: RE: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Without Prejudice
Save As To Costs

Dear Anysia

We maintain our position on liability.
 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 Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd 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.

Announcement

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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.

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: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Wednesday, 25 August 2021 11:19 AM

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

Subject: FW: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Dear Joel

Yes, please arrange PRS.

Please refer attach video as showed your client's also changing lane.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

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

Sent: 24 August 2021 12:08

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Subject: RE: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021 (DM21HO01229-JG)

Without Prejudice

Save As To Cost

Dear Anysia

My apologies for the late response.

We are of the view that your client should be held liable for this accident as he changed lane resulting in this accident.

please advise if you still wish to process with PRS.

Announcement

-
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Best Regards,
Joel Goh

Senior Executive | Claims

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From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>**Sent:** Monday, 23 August 2021 11:07 AM**To:** EQI PRS <EQIPRS@eqinsurance.com.sg>**Subject:** FW: TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021

Dear sir/madam

Attached herewith our client's GIA report that claim against your insured GBA3998Y.

Please revert on liability and make necessary arrangement with us.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Hock Wah Motor Pte Ltd**Sent:** 20 August 2021 16:26**To:** EQIPRS@eqinsurance.com.sg**Subject:** TP CLAIM_SMW1722T & GBA3998Y_DOA: 20/08/2021

Dear sir/madam

Attached herewith our client's GIA report that claim against your insured GBA3998Y.

Please revert on liability.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg