

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 1 November 2021 9:12 AM
To: Admin-D (LKKAUTO); 'Joel Goh'; assignments; SUR
Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)
Attachments: SLE 2983B PRELI ADVISED.pdf

Dear Joel,

Enclosed preliminary revised of vehicle SLE 2968B
Date of survey: 29/10/21
Number of days (estimated) : 3 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: Wednesday, 20 October 2021 2:37 PM
To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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, 20 October, 2021 2:26 PM
To: 'Ronald Yap' <ronald.yap@eurokars.com.sg>
Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Derek Oh

<derek.oh@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; assignments <assignments@lkkauto.com>
Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Without Prejudice
Save As To Cost

Dear Ronald

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 -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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Ronald Yap <ronald.yap@eurokars.com.sg>

Sent: Wednesday, 20 October 2021 1:57 PM

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

Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>

Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Dear Joel, kindly assign to LKK.

Thank You,

Ronald Yap
TransEurokars Pte Ltd
5 Ubi Close
S408605

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: 20 October 2021 1:53 PM
To: Ronald Yap <ronald.yap@eurokars.com.sg>
Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>
Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Without Prejudice
Save As To Costs

Dear Ronald

We welcome direct settlement for this accident.
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) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070	8) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432
9) 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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Best Regards,
Joel Goh

Senior Executive | Claims



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did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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From: Ronald Yap <ronald.yap@eurokars.com.sg>

Sent: Wednesday, 20 October 2021 11:36 AM

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

Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>

Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Dear Joel,

Please see attached estimate.

Kindly advise liability the soonest possible.

Thank You,

Ronald Yap
TransEurokars Pte Ltd
5 Ubi Close
S408605

From: Ronald Yap

Sent: 14 October 2021 4:54 PM

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

Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>

Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Dear Joel,

Noted on this. We will forward you the estimate the soonest.

Meanwhile, please advise the liability once established.

Thank You,

Ronald Yap
TransEurokars Pte Ltd
5 Ubi Close
S408605

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

Sent: 14 October 2021 4:50 PM

To: Ronald Yap <ronald.yap@eurokars.com.sg>

Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>

Subject: RE: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021 (DM21HO01136-JG)

Without Prejudice

Save As To Cost

Dear Ronald

We did not receive any claim for this.
Please assist to forward your repair estimate.

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Best Regards,

Joel Goh

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did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

www.eqinsurance.com.sg



From: Ronald Yap <ronald.yap@eurokars.com.sg>
Sent: Thursday, 14 October 2021 4:35 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>
Subject: urgent / YOUR REF: GZ3962J / OUR REF: SLE2968B / DOA: 04AUG2021
Importance: High

Dear EQ,

Was this claim submitted by my colleague Daniel?

Is there an update?

Thank You,

Ronald Yap
5 Ubi Close
S408605
Eurokars Group