

Re: SMU1822Z / GBD3907U TP CLAIM DOA:02.11.2021 / EQI ref: DM21HO01633/JG

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

Fri 19/11/2021 4:51 PM

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

Dear Sir/Madam,

Enclosed preliminary advise of SMU1822Z

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: [6256-4315](tel:6256-4315)

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

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>

**Sent:** Wednesday, 3 November 2021 9:48 am

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

**Subject:** RE: SMU1822Z / GBD3907U TP CLAIM DOA:02.11.2021 / EQI ref: DM21HO01633/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](mailto: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, 3 November, 2021 9:10 AM

**To:** 'Edwin Abcede Caina' <edwin.caina@cyclecarriage.com.sg>

**Cc:** Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; assignments@lkkauto.com

**Subject:** RE: SMU1822Z / GBD3907U TP CLAIM DOA:02.11.2021 / EQI ref: DM21HO01633/JG

**Without Prejudice**

**Save As To Cost**

Dear Edwin

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

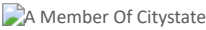
Complex Singapore

069110

did 65 6500 6772 | tel 65

6223 9433 ext 772 |

fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Sent:** Wednesday, 3 November 2021 9:07 AM  
**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: SMU1822Z / GBD3907U TP CLAIM DOA:02.11.2021 / EQI ref: DM21HO01633/JG

Hi Jaime,

We get **LKK Auto Consultants Pte Ltd** to survey our client vehicle. Thank you

Best Regards,

**Edwin Caina**  
Advisor- Customer Service



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •



**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Wednesday, November 3, 2021 8:58 AM  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: SMU1822Z / GBD3907U TP CLAIM DOA:02.11.2021 / EQI ref: DM21HO01633/JG

**This email was sent from outside of your organisation**

**Without Prejudice**

**Save As To Costs**

Dear Sir,  
Liability is clear. We welcome direct settlement.  
Please note the OIC for this is our Joel Goh, who is copied in this email.  
**Kindly send all PRS requests to our motor claims email [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg) in order for us to attend to your requests expeditiously.**  
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) <b>AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	2) <b>Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) <b>LBS Automotive Appraisal Pte Ltd</b> L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) <b>Priority Services</b> Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) <b>RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) <b>LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
7) <b>Appraisals Associates Pte Ltd</b> Tel : 67472822 Fax: 67470070	8) <b>Infiniti Appraisal Service</b> Tel : 96684818/90099001 Fax: 64587432
9) <b>Formteam Adjusters Pte Ltd</b> Tel: 65091788 Fax: 65096221	

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. Thank you.

- **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,

Jaime Tay  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-

00 Tower Block MND

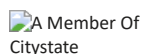
Complex Singapore 069110

did 65 6496 9882 | tel 65

6223 9433 ext 882 | fax 65

6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Sent:** Tuesday, 2 November 2021 6:10 PM

**To:** Marketing <[Marketing@eqinsurance.com.sg](mailto:Marketing@eqinsurance.com.sg)>; Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

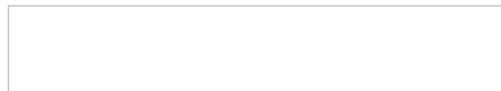
**Subject:** SMU1822Z / GBD3907U TP CLAIM DOA:02.11.2021

Officer in Charge,

May we check for the liability of accident?

Best Regards,

**Edwin Caina**  
**Advisor- Customer Service**



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •



**From:** PGLJ06 <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>

**Sent:** Tuesday, November 2, 2021 6:18 PM

**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** scan to email

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