Shiau Chan (LKKAuto)

From: Rasul (LKKAuto)

Sent: Wednesday, 19 January 2022 4:07 PM

Jess Francis Carlos To: Cc: Shiau Chan (LKKAuto)

RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ Subject:

/ SURVEY / EQI REF: DM21HO01698/JG / LIABILITY >> FCOR >> *** LKK REF:

CS/EQI21011665/R1qf3

Hi Jess,

We will be advising our Principal a cost of repair of P/P \$3,407.20 /- with 3 days of repair, subject to their approval

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)





Save the Earth Print only when necessary

From: Jess Francis Carlos [mailto:jess.carlos@eurokars.com.sg]

Sent: Wednesday, 19 January, 2022 11:45 AM

To: Rasul (LKKAuto)

Subject: FW: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF:

DM21HO01698/JG / LIABILITY >> FCOR >> *** LKK REF: CS/EQI21011665/R1qf3

Sir,

Forwarding the email below.

Thank you.

Jess Francis Carlos Insurance Claims Executive Trans Eurokars Pte Ltd 27A Tanjong Penjuru Singapore 609042 Tel no.: 8128 9802



From: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com>

Sent: 19 January 2022 10:16 AM

To: Jess Francis Carlos < jess.carlos@eurokars.com.sg>; Rasul (LKKAuto) < Rasul@lkkauto.com>

Cc: Ronald Yap <<u>ronald.yap@eurokars.com.sg</u>>; Jobi Thomas <<u>jobi.thomas@eurokars.com.sg</u>>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Tan

Wei Cin <weicin.tan@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; Falcoe Lee Weng Fai

 $<\!\!\underline{\mathsf{falcoe.lee.wf@eurokars.com.sg}}\!\!; \mathsf{Admin}\,\,\mathsf{A}\,<\!\!\underline{\mathsf{admin-a@lkkauto.com}}\!\!>; \mathsf{Shiau}\,\,\mathsf{Chan}\,\,(\mathsf{LKKAuto})\,<\!\!\underline{\mathsf{siewsc@lkkauto.com}}\!\!>; \mathsf{SUR}\,\,\mathsf{Admin}\,\,\mathsf{A}\,<\!\!\underline{\mathsf{admin-a@lkkauto.com}}\!\!>; \mathsf{Admin}\,\,\mathsf{A}\,<\!\!\underline{\mathsf{admin-a@lkkauto.com}}\!\!>; \mathsf{Admin}\,\,\mathsf{Admin-a@lkkauto.com}\!\!>; \mathsf{Admin-a@lkkauto.com}\!\!>; \mathsf{Admi$

<sur@lkkauto.com>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF:

DM21HO01698/JG / LIABILITY >> FCOR >> *** LKK REF: CS/EQI21011665/R1qf3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Rasul,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108 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: Jess Francis Carlos < jess.carlos@eurokars.com.sg>

Sent: Wednesday, 19 January, 2022 9:41 AM

To: Admin A <a driver like and a driver like a driver like

Cc: Ronald Yap <<u>ronald.yap@eurokars.com.sg</u>>; Jobi Thomas <<u>jobi.thomas@eurokars.com.sg</u>>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Tan

Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <<u>eva.kok.wk@eurokars.com.sg</u>>; Falcoe Lee Weng Fai <<u>falcoe.lee.wf@eurokars.com.sg</u>>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF:

DM21HO01698/JG / LIABILITY >> FCOR >>

Dear Rasul,

Kindly review the attachment above and let us have your confirmation in order to close this case.

<u>Labor</u> <u>Parts</u> <u>Total</u> <u>Excess</u> <u>REPAIR</u> <u>DAYS</u>
--

2,070.00 1,337.20 3,407.20 NA 3.00

Thank you.

Jess Francis Carlos Insurance Claims Executive Trans Eurokars Pte Ltd 27A Tanjong Penjuru Singapore 609042 Tel no.: 8128 9802

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From: Jess Francis Carlos

Sent: 22 November 2021 11:02 AM

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

Cc: Ronald Yap < ronald.yap@eurokars.com.sg>; Jobi Thomas < jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <<u>vvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <<u>vva.kok.wk@eurokars.com.sg</u>>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG // LIABILITY //

Sir,

Thank you.

Jess Francis Carlos Insurance Claims Executive Trans Eurokars Pte Ltd 27A Tanjong Penjuru Singapore 609042 Tel no.: 8128 9802

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

Sent: 22 November 2021 11:00 AM

To: Jess Francis Carlos < jess.carlos@eurokars.com.sg>

Cc: Ronald Yap < ronald.yap@eurokars.com.sg >; Jobi Thomas < jobi.thomas@eurokars.com.sg >; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <<u>vvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <<u>eva.kok.wk@eurokars.com.sg</u>>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21HO01698/JG // LIABILITY //

Without Prejudice Save As To Cost

Dear Jess

We welcome direct settlement for this accident.

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 www.eqinsurance.com.sg



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From: Jess Francis Carlos < jess.carlos@eurokars.com.sg>

Sent: Thursday, 18 November 2021 12:38 PM
To: Joel Goh <joel.goh@eqinsurance.com.sg>

Cc: Ronald Yap < ronald.yap@eurokars.com.sg>; Jobi Thomas < jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <<u>vvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <<u>eva.kok.wk@eurokars.com.sg</u>>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF: DM21H001698/JG // LIABILITY //

Hi Joel,

Referring to the subject above.

May we have the TP Claim Liability for this case please.

Thank you.

Jess Francis Carlos Insurance Claims Executive Trans Eurokars Pte Ltd 27A Tanjong Penjuru Singapore 609042 Tel no.: 8128 9802

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From: Jaime Tay < iaime.tay@eqinsurance.com.sg >

Sent: 16 November 2021 10:35 AM

To: Jess Francis Carlos < <u>iess.carlos@eurokars.com.sg</u>>; 'assignments' < <u>assignments@lkkauto.com</u>>

Cc: Ronald Yap < ronald.yap@eurokars.com.sg>; Jobi Thomas < jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <<u>vvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF:

DM21HO01698/JG

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear Sirs,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

Please assist on PRS assignment.

Kindly note OIC for this case is our Joel Goh.

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





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From: Jess Francis Carlos < <u>jess.carlos@eurokars.com.sg</u>>

Sent: Tuesday, 16 November 2021 10:24 AM
To: Jaime Tay < jaime.tay@eqinsurance.com.sg>

Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <<u>yvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <<u>eva.kok.wk@eurokars.com.sg</u>>

Subject: RE: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY / EQI REF:

DM21HO01698/JG

Hi,

We will choose LKK for this case.

Kindly assist to assign to the above mention.

Thank you.

Jess Francis Carlos Insurance Claims Executive Trans Eurokars Pte Ltd 27A Tanjong Penjuru Singapore 609042

Tel no.: 8128 9802

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From: Jaime Tay < <u>jaime.tay@eqinsurance.com.sg</u>>

Sent: 16 November 2021 10:07 AM

To: Jess Francis Carlos < jess.carlos@eurokars.com.sg>

Cc: Ronald Yap < ronald.yap@eurokars.com.sg>; Jobi Thomas < jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

Yvonne Chew <<u>vvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee <<u>eva.kok.wk@eurokars.com.sg</u>>

 $\textbf{Subject:} \ \texttt{RE:} \ \texttt{EQ} \ \texttt{ref-SLM116P/Our} \ \texttt{ref-SMR1566D} \ \texttt{Mazda/doa} \ \texttt{11-11-2021/TP} \ \texttt{Claim} \ \texttt{EQ/SURVEY/EQIREF:} \\$

DM21HO01698/JG

Without Prejudice Save As To Costs

Dear Sir,

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 <u>revert within **2 working days**</u> 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	2) Automobile Inspection Services Pte Ltd
Tel: 6255 0808	Tel: 6286 0155
Fax: 6849 9155	Fax: 6284 1539
	Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd	4) Priority Services
L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866	Tel: 62934822
Fax: 6281 8748	Fax: 62963283
Contact Person: Amy/ Grace	Contact Person: Sharon
5) RT Appraisal Pte Ltd	6) LKK Auto Consultants Pte Ltd
Tel: 67486076	Tel: 6256-3561
Fax: 67480361 Contact Person: Elson/Elgene	Fax: 6741-4108
Some of Croom Library Ligente	
7) Appraisals Associates Pte Ltd	8) Infiniti Appraisal Service
Tel : 67472822	Tel : 96684818/90099001
Fax: 67470070	Fax: 64587432
9) Formteam Adjusters Pte Ltd	

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



you've got a friend

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From: Jess Francis Carlos < jess.carlos@eurokars.com.sg>

Sent: Tuesday, 16 November 2021 8:58 AM **To:** EQI PRS < <u>EQIPRS@eginsurance.com.sg</u>>

Cc: Ronald Yap <<u>ronald.yap@eurokars.com.sg</u>>; Jobi Thomas <<u>jobi.thomas@eurokars.com.sg</u>>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <<u>yvonne.chew@eurokars.com.sg</u>>; Tan Wei Cin <<u>weicin.tan@eurokars.com.sg</u>>; Eva Kok Wai Kee

<eva.kok.wk@eurokars.com.sg>

Subject: EQ ref - SLM116P / Our ref - SMR1566D Mazda / doa 11-11-2021 / TP Claim EQ / SURVEY /

To whom it may concern,

Kindly arrange the TP Claim Survey to our client's vehicle.

Survey type :	Physical Survey
(New Survey / Resurvey)	
Vehicle to be surveyed:	SMR1566D

EQ Insured Vehicle :	SLM116P
Date of Accident :	Thursday, 11 November 2021
Date of Survey :	Thursday, 18 November 2021
Name of Workshop :	Trans Eurokars Pte Ltd
Address of Survey Location:	27A Tanjong Penjuru
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved :	
(please indicate Yes / No)	NO

Thank you.

Jess Francis Carlos Insurance Claims Executive Trans Eurokars Pte Ltd 27A Tanjong Penjuru Singapore 609042

Tel no.: 8128 9802

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