

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 18 November 2021 4:26 PM  
**To:** 'Jaime Tay'; SUR  
**Subject:** RE: RE : ACCIDENT ON : 13/11/21, INVOLVING CLIENT'S (SMP 1626 A) & YOUR INSURED (SML 4045 C) ALONG SLIP RD OF PUNGGOL WAY TO T.P.E. | EQI REF: DM21HO01707/JT

Dear Jaime,

Please be informed that we have inspected the vehicle on 17/11/2021 and pending for estimate from repairer.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 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](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 17 November 2021 11:34 AM  
**To:** 'Jaime Tay' <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: RE : ACCIDENT ON : 13/11/21, INVOLVING CLIENT'S (SMP 1626 A) & YOUR INSURED (SML 4045 C) ALONG SLIP RD OF PUNGGOL WAY TO T.P.E. | EQI REF: DM21HO01707/JT

Dear Sir / Mdm,

Thank you for your assignment.

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.

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Wednesday, 17 November, 2021 11:26 AM  
**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: RE : ACCIDENT ON : 13/11/21, INVOLVING CLIENT'S (SMP 1626 A) & YOUR INSURED (SML 4045 C) ALONG SLIP RD OF PUNGGOL WAY TO T.P.E. | EQI REF: DM21HO01707/JT

Dear Sirs,

I have accidentally deleted your email address before sending the email out.

Are you able to arrange for survey urgently?

Sorry for any inconvenience caused.

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:** Jaime Tay  
**Sent:** Tuesday, 16 November 2021 3:01 PM  
**To:** 'David Ang' <[hupmotor@gmail.com](mailto:hupmotor@gmail.com)>  
**Subject:** RE: RE : ACCIDENT ON : 13/11/21, INVOLVING CLIENT'S (SMP 1626 A) & YOUR INSURED (SML 4045 C) ALONG SLIP RD OF PUNGGOL WAY TO T.P.E. | EQI REF: DM21HO01707/JT

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear David,

Thank you for your email. Arrangement will be made accordingly.  
Liability is clear. We welcome direct settlement.

Dear Sirs,

**Please assist on PRS assignment.**

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



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**From:** David Ang  
**Sent:** Tuesday, 16 November 2021 11:35 AM  
**To:** EQI PRS  
**Subject:** RE : ACCIDENT ON : 13/11/21, INVOLVING CLIENT'S (SMP 1626 A) & YOUR INSURED (SML 4045 C) ALONG SLIP RD OF PUNGGOL WAY TO T.P.E.

Dear Sirs,

Attach our estimated bill, GIA third party insurer search fee, client's GIA report, insurance certificate & log card for your reference & attention, Please revert & confirm client's third party claims liability, reference & OIC, as we are looking for direct settlement.

Kindly assign your panel surveyor (LKK Auto Consultants Pte. Ltd) to survey client's damaged vehicle On : 17/11/21 (at 10am to 12pm) As owner waiting, Please revert & confirm the survey appointment

**Best Regards**  
David Ang  
Tel : 6784 0039, Fax : 6784 0076, **HP : 9815 4655**  
Mailing Address :  
Hup Motor Trading & Service  
Blk 9004 Tampines St 93  
#01-120  
Singapore 528838