

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 26 November 2021 2:50 pm
To: 'Joel Goh'
Cc: SUR
Subject: RE: OUR REF: CP/PRI/SMS4927/21-SC YOUR REF: DM21HO01760-JG (SMP9661U)

Dear Joel,

Please be informed that we have inspected the vehicle SMS 4927X on 25/11/2021 and pending for estimate from repairer.

Thank you.

Best Regards,

Shiau Chan (Ms) | 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: Friday, 26 November 2021 9:54 am
To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'PRI Cpaglar' <pri@cpaglar.com.sg>
Cc: 'Constance Paglar' <constance@cpaglar.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OUR REF: CP/PRI/SMS4927/21-SC YOUR REF: DM21HO01760-JG (SMP9661U)

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 | 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: Friday, 26 November, 2021 9:39 AM
To: 'PRI Cpaglar' <pri@cpaglar.com.sg>
Cc: Constance Paglar <constance@cpaglar.com.sg>; assignments <assignments@lkkauto.com>
Subject: RE: OUR REF: CP/PRI/SMS4927/21-SC YOUR REF: DM21HO01760-JG (SMP9661U)

Without Prejudice

Save As To Cost

Dear Shu Fong

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

From: PRI Cpaglar <pri@cpaglar.com.sg>
Sent: Thursday, 25 November 2021 2:38 PM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Constance Paglar <constance@cpaglar.com.sg>
Subject: Re: OUR REF: CP/PRI/SMS4927/21-SC YOUR REF: DM21HO01760-JG (SMP9661U)

Dear Sirs,

Enclosed is a copy of our letter dated 25th November 2021 for your necessary action.

Kindly note that in light of the current restrictions due to COVID-19, the firm's operating hours will be from 10.00am to 4.00pm until further notice. Under the circumstances, please expect delays in our response to you. We thank you for your patience and understanding. Please stay safe and well.

Regards,
Shu Fong
For and on behalf of
Messrs C Paglar & Co
50 Chin Swee Road

#05-03 Thong Chai Building
Singapore 169874
Tel: 6536 5456
Fax: 6536 8706
GST Registration Number: M90371275E

On Thu, Nov 25, 2021 at 1:15 PM Joel Goh <joel.goh@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Costs

Dear Sherie

Please refrain from sending NOA or PRS request to individual claim officer's emails.

Kindly send all NOA or PRS request to eqiprs@eqinsurance.com.sg in the future.

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	6) LKK Auto Consultants Pte Ltd

Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	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

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 -re-

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



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

From: C Paglar & Co <pri@cpaglar.com.sg>
Sent: Thursday, 25 November 2021 12:02 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Subject: FW: OUR REF: CP/PRI/SMS4927/21-SC YOUR REF: SMP 9661U NOTICE OF ROAD TRAFFIC ACCIDENT ON ROAD TRAFFIC ACCIDENT ON 23RD NOVEMBER 2021 INVOLVING MOTOR VEHICLE NO. SMS 4927X AND SMP 9661U ALONG WOODLANDS AVENUE 12 AT ABOUT 2000 HOURS. PURSUANT TO PARAGRAPH 2

REMINDER

From: PRI Cpaglar [<mailto:pri@cpaglar.com.sg>]
Sent: Wednesday, 24 November 2021 3:44 pm
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Constance Paglar <constance@cpaglar.com.sg>
Subject: OUR REF: CP/PRI/SMS4927/21-SC YOUR REF: SMP 9661U NOTICE OF ROAD TRAFFIC ACCIDENT ON ROAD TRAFFIC ACCIDENT ON 23RD NOVEMBER 2021 INVOLVING MOTOR VEHICLE NO. SMS 4927X AND SMP 9661U ALONG WOODLANDS AVENUE 12 AT ABOUT 2000 HOURS. PURSUANT TO PARAGRAPH 2.2 O

Dear Sirs,

Enclosed is a copy of our letter dated 24th November 2021 for your necessary action.

Regards,

Sherie
For and on behalf of
Messrs C Paglar & Co
50 Chin Swee Road
#05-03 Thong Chai Building
Singapore 169874
Tel: 6536 5456
Fax: 6536 8706
GST Registration Number: M90371275E