

Veron Chen (LKKAUTO)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, 22 February 2022 2:10 PM
To: Veron Chen (LKKAUTO)
Cc: Celine Fong (LKKAUTO)
Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Dear Veron,

Please proceed as recommended COR \$22,600.00 (excl. GST).

Thank you.

With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 16 February 2022 12:19 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Dear Ms Jaime,

According to surveyor, a verbal cost of repair of \$22.6k has been communicated to the repairers.

However, we have highlighted to them that this repair cost is subjected to approval from EQ Insurance.

We have verified with the repairer and they have agreed that an was an administrative error to have sent the LOD prematurely.

Attach preliminary revised and audatex.

For your approval please.

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

Sent: Tuesday, 15 February 2022 10:56 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Dear Veron,

We have received the LOD from Ryder Auto. COR is \$22,600.00 (w/o GST).

Previously, we received your prelim report estimate COR \$31,366.92, with 18 repair days.

Please let us know if you have sought our approval to finalise COR with Ryder Auto as all repair costs over \$10K needs prior approval from our end before finalization.

Thank you.

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Regards,

Jaime Tay



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you've got a friend

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From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Monday, 7 February 2022 9:36 AM

To: Chia Ka Wei <kawei.chia@eqinsurance.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>; KKLau <kklau@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Dear Mr Chia,

Thank you for the email.

Dear Veron,

Please check and revert. Your Ref: CS/EQ121012554/VAvf3

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Chia Ka Wei <kawei.chia@eqinsurance.com.sg>

Sent: Monday, 7 February 2022 8:19 AM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>; KKLau <kklau@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Hi Celine,

From your bordereau, this case is already “under repair”. Please provide Immediate Advice. Thanks

No	LKK Reference Number	Vehicle No	OI Vehicle	Workshop Name
7	CS/EQI21012554/VAw3	SLQ 600L	GBK 5738R	RYDER AUTO PTE LTD

Rgds
KW

From: Joel Goh

Sent: Monday, 13 December 2021 11:00 AM

To: 'Ryder Auto workshop' <ryderautoworkshop@gmail.com>

Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Without Prejudice

Save As To Cost

Dear June

Thank you for your confirmation.
We will arrange accordingly.

Dear LKK

Please assist on this PRS.
Our insured has not reported this accident.

Claim handler for this accident is Ms Jaime Tay.

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



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From: Ryder Auto workshop
Sent: Monday, 13 December 2021 10:57 AM
To: Joel Goh
Cc: Jaime Tay
Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021 (DM21HO01856-JT)

Dear Joel,

Kindly assign LKK Auto Consultants Pte Ltd.

Thank you.

Best regards
June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921
Tel : 67418277 Fax: 67468277



On Mon, Dec 13, 2021 at 10:56 AM Joel Goh <joel.goh@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Costs

Dear June

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	2) Formteam Adjusters Pte Ltd
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Tel: 6255 0808	Tel: 6509 1788
Fax: 6849 9155	Fax: 6509 6221
3) LBS Automotive Appraisal Pte Ltd	4) Priority Services
Tel: 6281 6690 / 62832866	Tel: 6293 4822
Fax: 6281 8748	Fax: 6296 3283
Contact Person: Amy/ Grace	Contact Person: Sharon
5) RT Appraisal Pte Ltd	6) LKK Auto Consultants Pte Ltd
Tel: 6748 6076	Tel: 6256 3561
Fax: 6748 0361	Fax: 6741 4108
Contact Person: Elson/Elgene	
7) Appraisals Associates Pte Ltd	8) Infiniti Appraisal Service
Tel : 6747 2822	Tel : 9668 4818/9009 9001
Fax: 6747 0070	Fax: 6458 7432

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.

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From: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Sent: Monday, 13 December 2021 10:43 AM
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021

Dear Joel,

Kindly view the attached draft accident report as requested.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Mon, Dec 13, 2021 at 10:01 AM Ryder Auto workshop <ryderautoworkshop@gmail.com> wrote:

Dear Joel,

Kindly send us a list of 10 surveyor's companies to choose from. We will send you our client's GIA report shortly.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Mon, Dec 13, 2021 at 9:53 AM Joel Goh <joel.goh@eqinsurance.com.sg> wrote:

Without Prejudice

Save As To Cost

Dear Zeph

Please assist to forward a copy of your client's GIA report in order for us to register the claim and arrange for PRS.

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Best Regards,
Joel Goh

Senior Executive | Claims



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From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Monday, 13 December 2021 9:19 AM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Subject: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBK5738R; Our Vehicle: SLQ600L Accident involving SLQ600L & GBK5738R On 11 DEC 2021

Dear Sir/Mdm,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use your in-house surveyor. Kindly arrange your in-house surveyor.

Thank you.

Best regards

Zeph



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