

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 15 March 2022 1:42 PM
To: Admin-D (LKKAUTO); 'chenhow.ng'; SUR; assignments
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING EC91L & SMZ3127H (EQ) ON 09-03-2022
Attachments: EC 91L PRELI ADVISED.pdf

Dear Chen How,

Enclosed preliminary revised of vehicle EC 91L
Date of survey: 15/3/2022
Number of days (estimated) : 5 days

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: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Thursday, 10 March 2022 11:06 AM
To: 'chenhow.ng' <chenhow.ng@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING EC91L & SMZ3127H (EQ) ON 09-03-2022

Dear Chen How,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

***Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.
Please contact the undersign for survey arrangement.***

Best Regards,

Yan | 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)

From: chenhow.ng <chenhow.ng@eqinsurance.com.sg>
Sent: Thursday, 10 March, 2022 9:46 AM
To: 'assignments' <assignments@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING EC91L & SMZ3127H (EQ) ON 09-03-2022

Dear Sir/ Madam,

I attached both drivers' reports.

“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 -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,

Ng Chen How

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: chenhow.ng

Sent: Thursday, March 10, 2022 9:45 AM

To: 'Wong Meiy (VGS - SG/Singapore)' <meiy.wong@vw.com.sg>

Cc: 'assignments' <assignments@lkkauto.com>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING EC91L & SMZ3127H (EQ) ON 09-03-2022

EQ Ref: DM22HO00361/ch

Without Prejudice

Dear Meiy,

On a without prejudice basis, we will direct settle and not dispute liability for this case.

We will also let M/s LKK decide which staff to attend the survey.

“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 -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,
Ng Chen How

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

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A handwritten signature in black ink, appearing to be 'Meiy Wong'.

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

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Thursday, March 10, 2022 9:23 AM

To: chenhow.ng <chenhow.ng@eqinsurance.com.sg>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING EC91L & SMZ3127H (EQ) ON 09-03-2022

Dear Cheng How,

Please assign LKK Steve ,Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

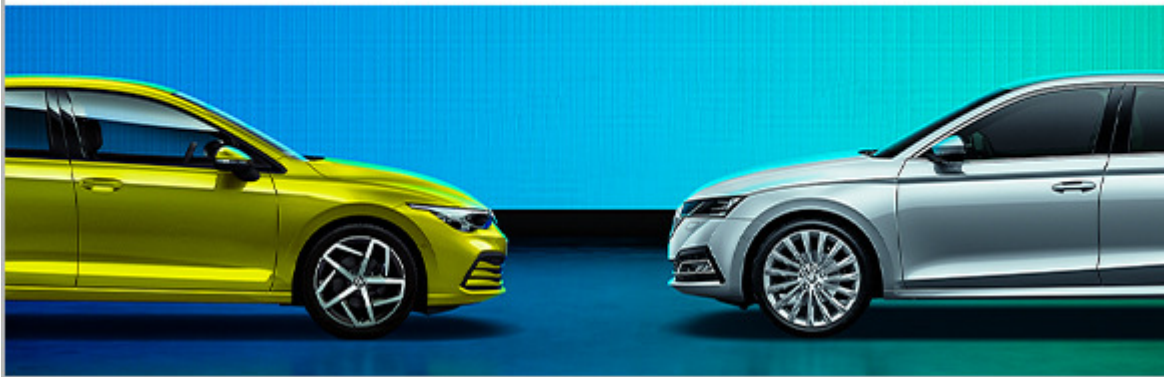
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. [Think Blue.](#)

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Wednesday, March 9, 2022 5:09 PM

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

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING EC91L & SMZ3127H ON 09-03-2022

Dear Claims,

Please revert on liability & survey arrangements.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

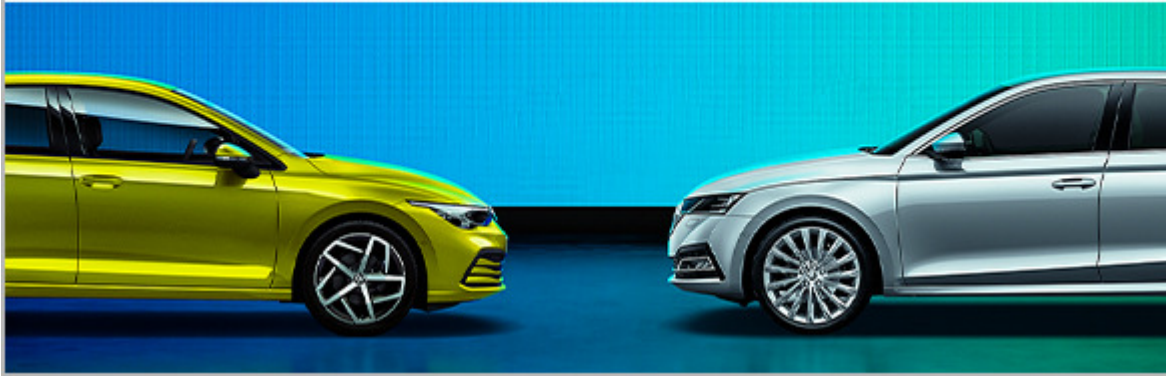
meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>

VOLKSWAGEN
GROUP SINGAPORE



Das **Welt**Auto.



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