

Yan (LKK Auto)

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Tuesday, 24 May 2022 10:48 AM
To: Jaime Tay; Edwin Abcede Caina; 'assignments'
Cc: Andre Chow En De; Kevin Leong Wai Kit
Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

Hi Jaime,

We withdraw third party claim for this case. Thank you very much.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, 24 May 2022 10:34 am
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; 'assignments' <assignments@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

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WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Coco,

Yes, we received survey request from another workshop.

Thank you.

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

Announcement

As we endeavour to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting. For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Tuesday, 24 May 2022 10:31 AM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;
'assignments' <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

Hi Jaime,

Customer told us that she may look for outside workshop, you received a claim from other workshop about this claim ?

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, 24 May 2022 10:21 am
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; 'assignments' <assignments@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

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SAVE AS TO COSTS

Dear Coco,

Is SLZ5960S still claiming against us from your workshop?

Thank you.

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

Announcement

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Regards,

Jaime Tay
Executive | Claims



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From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Tuesday, 10 May 2022 12:29 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; 'assignments' <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

Importance: High

Dear Jaime,

Our customer told me that your insured reported for the accident . please advise the liability for this case. Thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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From: Coco Lu Ting

Sent: Tuesday, 26 April 2022 4:23 pm

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;
'assignments' <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

Dear Jaime,

Is your insured reported ? our customer is chasing

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

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

Sent: Friday, 8 April 2022 9:44 am

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; 'assignments' <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

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WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Edwin,

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

Dear Sirs,

Please assist on PRS assignment on WP basis. Insured has not reported.

Thank you.

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

Announcement

As we endeavour to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting. For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

Regards,

Jaime Tay
Executive | Claims



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www.eqinsurance.com.sg



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From: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Sent: Friday, 8 April 2022 8:35 AM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

Hi Jaime,

We get LKK to survey our client vehicle.

Regards,
Edwin

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

Sent: Tuesday, 5 April 2022 6:26 pm

To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022 | EQI REF: DM22HO00527/JT

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Without Prejudice

Save As To Costs

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

Dear Sir,

Our insured has not reported the accident. Liability is unclear.

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	2) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748
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Fax: 6849 9155	Contact Person: Amy/ Grace
3) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070	8) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432
9) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Contact Person: Sophia	

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

As we endeavour to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting. For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

Regards,

Jaime Tay
Executive | Claims



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did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Customer Service
Sent: Tuesday, 5 April 2022 4:41 PM
To: motor claims <motorclaims@eqinsurance.com.sg>
Cc: Customer Service <customerservice@eqinsurance.com.sg>
Subject: FW: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022

Hi Team,

Please assist as per email attached below.

Announcement

As we endeavour to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting.
For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

Thanks & Regards,

Customer Service



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
| tel 65 6223 9433 | fax 65 6222 1996
www.eqinsurance.com.sg



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From: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Tuesday, 5 April 2022 4:34 PM
To: Marketing <Marketing@eqinsurance.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: SLZ5960S / SLB6898J TP CLAIM DOA:05.04.2022

Officer in Charge,

May we check for the liability of accident?

Best Regards,

Edwin Caina
Advisor- Customer Service



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
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From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Tuesday, 5 April 2022 1:20 pm
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Subject: scan to email

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