

From: Veron Chen (LKKAuto) veronchen@lkkauto.com
Subject: LKK REF: CS3/EQI22000665/Vvf3e2 - SJM3180G (TP) & SKR8335G (EQ) - DOA: 13/01/2022 - CLAIM NO: DM22HO00091 *** LKK REF: CS3/EQI22000665/Vvf3e2
Date: 4 July 2022 at 3:40 PM
To: peyshy.lee@eqinsurance.com.sg, assignments assignments@lkkauto.com
Cc: Mei Kwan (LKKAuto) Meikwan@lkkauto.com, Admin A admin-a@lkkauto.com, SUR sur@lkkauto.com



Dear Pey Shy,

Thank you for the email.

As spoken, we will proceed paper survey.

Dear Assignment Team,

FYNA- CS3/EQI22000665/Vvf3e2

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 4 July 2022 3:29 PM
To: Lee Pey Shy <peyshy.lee@eqinsurance.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: LKK REF: CS3/EQI22000665/Vvf3e2 - SJM3180G (TP) & SKR8335G (EQ) - DOA: 13/01/2022 - CLAIM NO: DM22HO00091 *** LKK REF: CS3/EQI22000665/Vvf3e2

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Veron,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.
Best Regards,
Mei Kwan | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
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: Lee Pey Shy [<mailto:peyshy.lee@eqinsurance.com.sg>]
Sent: Monday, July 4, 2022 3:05 PM
To: Admin A <admin-a@lkkauto.com>
Subject: LKK REF: CS3/EQI22000665/Vvf3e2 - SJM3180G (TP) & SKR8335G (EQ) - DOA: 13/01/2022 - CLAIM NO: DM22HO00091
Importance: High

Dear LKK,

Your reference: CS3/EQI22000665/Vvf3e2
Our reference: DM22HO00091

We refer to the attached survey report & LOD.

Recommended repair cost amount is within S\$2,000.00 to S\$3,000.00 with 4 days repair.
LOD states repair cost amount is S\$12,305.00 with 14 days repair.

Appreciate your advice on the reason for the big difference and please re-confirm the recommended/adjusted repair cost amount and required repair period.

Thanks.

Announcement

XXXXXXXXXX

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,

Lee Pey Shy
Assistant Manager | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9033 | tel 65 6223 9433 ext 033 | fax 65 6223 4190
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LKK report -
DM22...91.pdf



LOD -
DM22...91.pdf