

Yan (LKK Auto)

From: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>
Sent: Tuesday, 2 August 2022 10:34 AM
To: 'assignments'
Subject: PRS for SCW1511m ; EQI Ref: DM22HO01239
Attachments: OI - GBB9862B.pdf; TP - SCW1551M (GBB9862B).pdf

Dear Sirs,

Please assist this PRS on Without Prejudice basis.

Attached the relevant documents.

Please acknowledge receipt.

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,

Neo Jie Si
Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND
Complex Singapore 069110
did 65 6496 9885 | fax 65 62243903 |
www.eqinsurance.com.sg



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From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Monday, 1 August 2022 5:26 PM
To: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: our veh SCW1511m, your veh GBB9562B ON 23/07/2022 - DM22HO01239

Dear Jie Si,

We choose LKK. Thank you

Best regards

Coco Lu Ting
Senior 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

 A member of the Jardine Cycle & Carriage Group

From: Jie Si Neo <jiesi.neo@eqinsurance.com.sg>
Sent: Monday, 1 August 2022 4:41 pm
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: our veh SCW1511m, your veh GBB9562B ON 23/07/2022 - DM22HO01239

This email was sent from outside of your organisation

WITHOUT PREJUDICE

Dear Coco,

Liability is clear.

If you would like us to arrange survey, below elow is a list of motor surveyors in our panel for your selection.

1) AJAX Inspection Services Pte Ltd	2) LBS Automotive Appraisal Pte Ltd
	L.B.S. Auto Consultants Pte Ltd

Tel: 6255 0808 Fax: 6849 9155	Tel: 6281 6690 / 62832866 Fax: 6281 8748 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	

Thank you.

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

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Regards,

Neo Jie Si

Senior Executive | Claims



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

Sent: Monday, 1 August 2022 4:04 PM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>;

Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: our veh SCW1511m, your veh GBB9562B ON 23/07/2022

Dear officer in charge,

Any update for this case ? customer is chasing.

Best regards

Coco Lu Ting
Senior 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: Coco Lu Ting

Sent: Monday, 25 July 2022 12:41 pm

To: EQIPRS@eqinsurance.com.sg

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

Subject: our veh SCW1511m, your veh GBB9562B ON 23/07/2022

Dear officer in charge,

Please advise us the liability for this case.

Best regards

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



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