

Shiau Chan (LKKAUTO)

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Thursday, 20 October 2022 9:46 AM
To: Shiau Chan (LKKAUTO)
Subject: RE: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X Our ref: DM22HO01643

Without Prejudice

Dear Shiau Chan

Kindly proceed with the third party's repair .

Thanks

“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,

Josephine Wong
Senior Executive | Claims

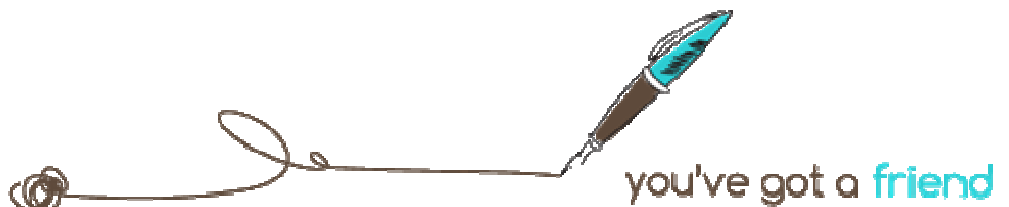


EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower
Block MND Complex Singapore 069110
did 65 6496 9032 | fax 65 62243903 |
www.eqinsurance.com.sg



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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, October 19, 2022 5:52 PM
To: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Subject: RE: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X Our ref: DM22HO01643

Dear Josephine,

TP workshop is agent workshop. So, audatex report is not required.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Wednesday, 19 October 2022 5:21 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: RE: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X Our ref: DM22HO01643

Without Prejudice

Dear Shiau Chan

Kindly submit Audatex report so that we can recommend later . Thanks

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Regards,

Josephine Wong

Senior Executive | Claims



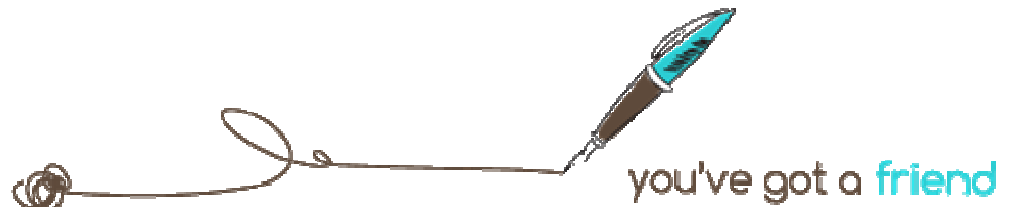
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From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, October 19, 2022 1:36 PM
To: Josephine Wong <josephine.wong@eqinsurance.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X Our ref: DM22HO01643

Dear Josephine,

Enclosed herewith preliminary advice of SMJ 9007R.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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: Friday, 23 September 2022 4:31 PM
To: 'Josephine Wong' <josephine.wong@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X Our ref: DM22HO01643

Dear Josephine,

Thank you for the assignment.

Repairer arrange on 26.9.22.

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: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Friday, 23 September 2022 3:33 PM
To: 'assignments@lkkauto.com' <assignments@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>
Cc: 'Ler Yeong Cherng' <mars.ler@cyclecarriage.com.sg>
Subject: FW: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X Our ref: DM22HO01643

Without Prejudice

Dear LKK

Kindly arrange third party survey immediately .

Details of survey as mentioned below .

Our insured has not report accident hence unable to revert on liability .

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

Announcement

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Regards,

Josephine Wong
Senior Executive | Claims

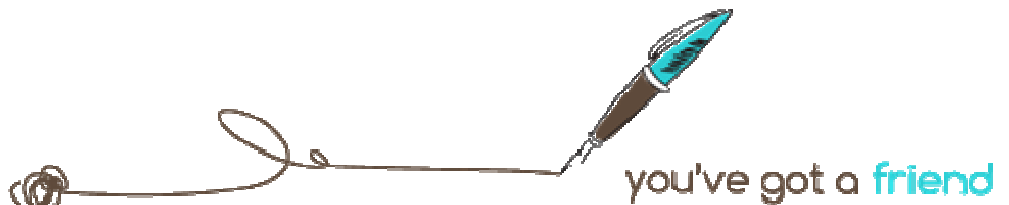


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From: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>
Sent: Friday, September 23, 2022 2:07 PM
To: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Cc: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>
Subject: RE: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X

Dear Josephine,

Please kindly appoint 6) **LKK Auto Consultants Pte Ltd** for PRS.

Best regards,

Mars Ler

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Friday, 23 September 2022 1:28 pm
To: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>
Subject: FW: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X

This email was sent from outside of your organisation

Without Prejudice

Dear Mars Ler

Our insured has not report the accident hence unable to revert on liability .

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 Fax: 6849 9155	2) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd 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	

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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Regards,

Josephine Wong
 Senior Executive | Claims

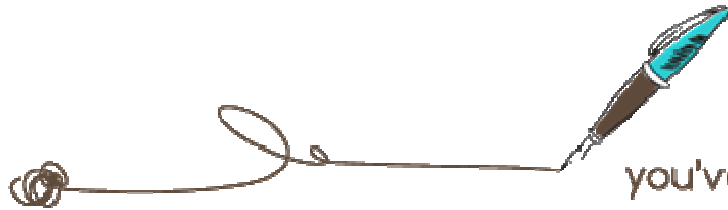


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you've got a friend

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From: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>
Sent: Friday, September 23, 2022 11:38 AM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>
Subject: Re: Accident On 21/09/2022 Involving Our Insured SMJ9007R And Your Insured SGM9174X

Dear Sir / Mdm ,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)

Mars Ler



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