

Yan (LKK Auto)

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Wednesday, 28 September 2022 1:34 PM
To: 'assignments@lkkauto.com'; 'admin-a@lkkauto.com'
Cc: 'Anthonidas Christopher Dass (VGS - SG/Singapore'
Subject: FW: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022 // EQI REF: DM22HO01460/JT

Without Prejudice

Dear LKK

Kindly arrange third party survey immediately .

Details of survey as mentioned below .

Can check the consistency of damage ?

“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: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Sent: Wednesday, September 28, 2022 1:18 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>; Josephine Wong <josephine.wong@eqinsurance.com.sg>
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: RE: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022 // EQI REF: DM22HO01460/JT

Dear Jaime,

Please arrange **LKK Auto Consultants Pte Ltd**

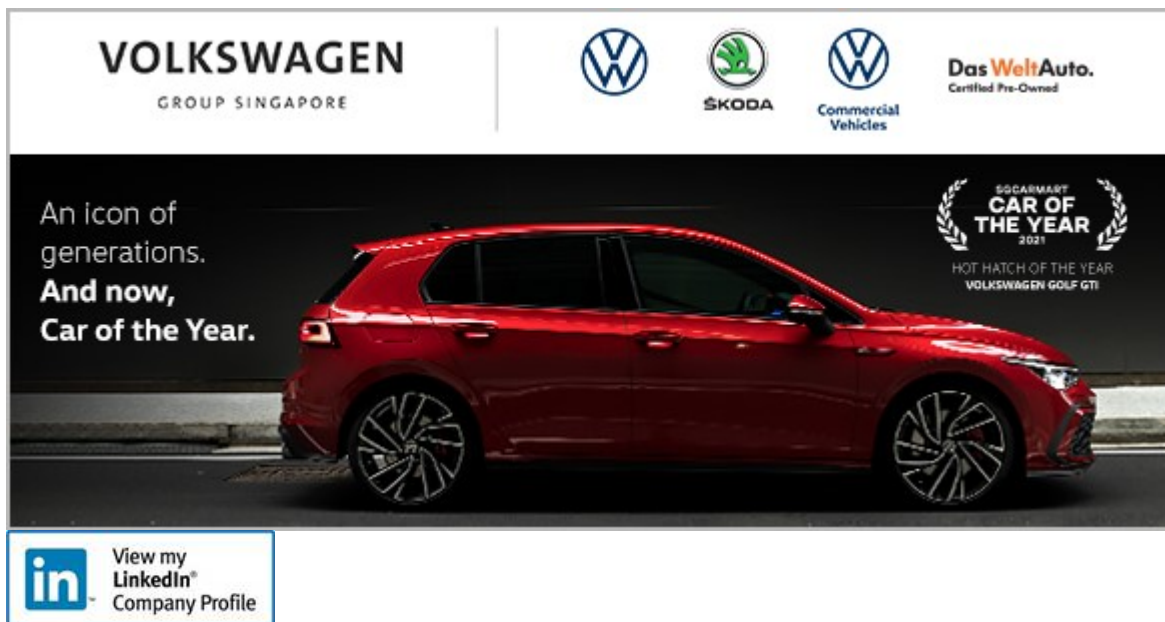
Thank You

Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7218
Mobile: +65 85112203
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: christopher.anthonidas@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 28 September 2022 11:51 am
To: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Cc: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Subject: RE: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022 // EQI REF: DM22HO01460/JT

Without Prejudice
Save As To Costs

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

Dear Sir,

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
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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



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: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Sent: Wednesday, 28 September 2022 9:26 AM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Subject: RE: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022 // EQI REF: DM22HO01460/JT

Dear Claims,

Please revert on survey arrangement for this claim.

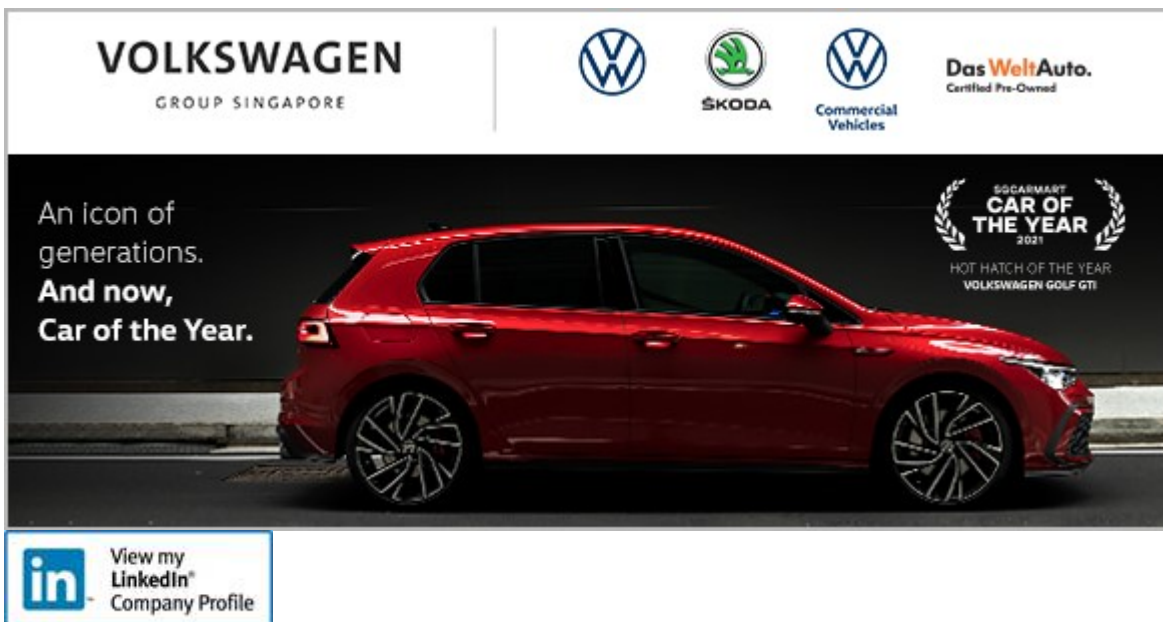
Thank You

Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7218
Mobile: +65 85112203
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: christopher.anthonidas@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

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

Sent: Thursday, 22 September 2022 10:58 am

To: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Cc: Josephine Wong <josephine.wong@eqinsurance.com.sg>

Subject: RE: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022 // EQI REF: DM22HO01460/JT

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Christopher,

We refer to the video footage.

We note that the video footage is not from your client's vehicle and there is no evidence of impact due to the video being unstable.

Any other footage or evidence?

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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From: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Sent: Thursday, 22 September 2022 9:37 AM

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

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: RE: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022

Dear Jaime,

Please find attached accident video footage

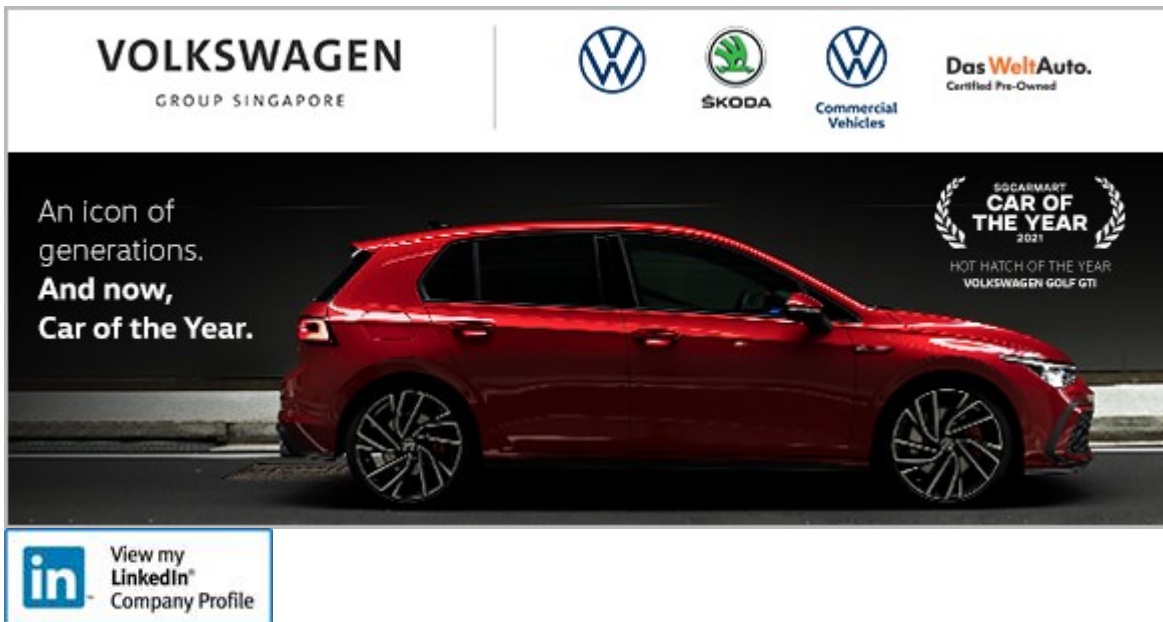
Thank You

Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

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Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: christopher.anthonidas@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

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

Sent: Thursday, 22 September 2022 9:29 am

To: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

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

<Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: [EXT] PRS - REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022

Without Prejudice

Save As To Costs

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

Dear Sir,

Please let us have your client's in-vehicle video footage.

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.

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[Executive | Claims](#)



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From: Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Sent: Wednesday, 21 September 2022 6:56 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT FOR SKL311J & SDB7377J ON 20/8/2022

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Thank You

Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7218
Mobile: +65 85112203
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