

## Yan (LKK Auto)

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**From:** Josephine Wong <josephine.wong@eqinsurance.com.sg>  
**Sent:** Friday, 30 September 2022 5:48 PM  
**To:** 'assignments@lkkauto.com'; 'admin-a@lkkauto.com'  
**Cc:** 'meiy.wong@vw.com.sg'  
**Subject:** FW: [EXT] FW: PRS FW: REQUEST FOR DIRECT SETTLEMENT FOR SKJ3858P & GBE8122D ON 02-09-2022 Our ref: DM22HO01516  
**Attachments:** TP ESTIMATE.pdf; TP SKJ3858P-.pdf

Without Prejudice

Dear LKK

Kindly arrange third party survey immediately .

Details of survey as mentioned below .

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto: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](http://www.eqinsurance.com.sg)



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**From:** Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Friday, September 30, 2022 5:41 PM  
**To:** Josephine Wong <josephine.wong@eqinsurance.com.sg>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Oh Hui Wen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>  
**Subject:** RE: [EXT] FW: PRS FW: REQUEST FOR DIRECT SETTLEMENT FOR SKJ3858P & GBE8122D ON 02-09-2022 Our ref: DM22HO01516

Dear Josephine,

For your info, customer got injury claims for this accident ( customer yet decided either by lawyer or Vw assists for the claims )

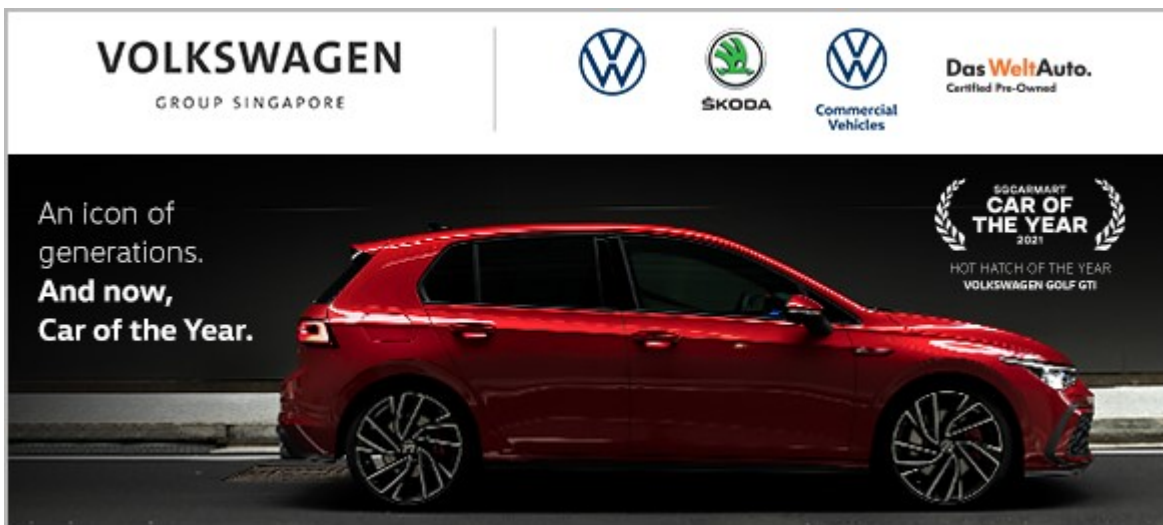
And Please assign to **LKK Auto Consultants Pte Ltd**, Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7216  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)  
<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

**From:** Josephine Wong <[josephine.wong@eqinsurance.com.sg](mailto:josephine.wong@eqinsurance.com.sg)>

**Sent:** Friday, 30 September 2022 5:22 pm

**To:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>

**Subject:** [EXT] FW: PRS FW: REQUEST FOR DIRECT SETTLEMENT FOR SKJ3858P & GBE8122D ON 02-09-2022 Our ref: DM22HO01516

**Without Prejudice**

Dear Meyi

Liability is clear without admission of third party's injury claim.

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.

<p>1) <b>AJAX Inspection Services Pte Ltd</b></p> <p>Tel: 6255 0808</p> <p>Fax: 6849 9155</p>	<p>2) <b>LBS Automotive Appraisal Pte Ltd</b></p> <p>L.B.S. Auto Consultants Pte Ltd</p> <p>Tel: 6281 6690 / 62832866</p> <p>Fax: 6281 8748</p> <p>Contact Person: Amy/ Grace</p>
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<b>3) RT Appraisal Pte Ltd</b>  Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	<b>4) Priority Services</b>  Tel: 62934822 Fax: 62963283 Contact Person: Sharon
<b>5) Formteam Adjusters Pte Ltd</b>  Tel: 65091788 Fax: 65096221	<b>6) LKK Auto Consultants Pte Ltd</b>  Tel: 6256-3561 Fax: 6741-4108
<b>7) Appraisals Associates Pte Ltd</b>  Tel : 67472822 Fax: 67470070	<b>8) Infiniti Appraisal Service</b>  Tel : 96684818/90099001 Fax: 64587432
<b>9) Automobile Inspection Services Pte Ltd</b>  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.

**“With effect from 1<sup>st</sup> January 2022, please send all PRS / LOD to [motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)”**

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Regards,

**Josephine Wong**  
Senior Executive | Claims



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**From:** Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Sent:** Friday, September 30, 2022 2:34 PM  
**To:** motor claims <[motorclaims@eqinsurance.com.sg](mailto:motorclaims@eqinsurance.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Oh Hui Wen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR SKJ3858P & GBE8122D ON 02-09-2022

Dear Claims,

Please revert on liability & arrange survey on 04-10-2022 ( Leave car) at Alexandra.  
Please revert to confirm ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

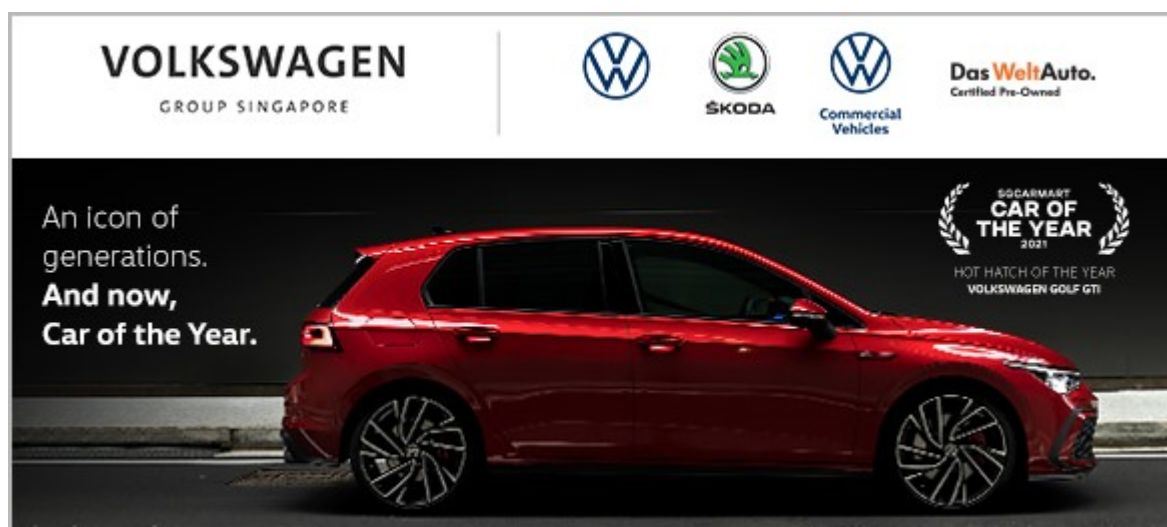
Volkswagen Group Singapore Pte Ltd

247 Alexandra Road  
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Direct line: +65 6305 7216  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643

[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)

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