

## Huey Yon (LKKAuto)

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**From:** Huey Yon (LKKAuto)  
**Sent:** Tuesday, 25 October 2022 5:13 PM  
**To:** 'Jaime Tay'  
**Cc:** SUR  
**Subject:** RE: our veh SME6702M, your veh SLP6867A on 01/10/2022 // EQI REF: DM22HO01688/JT  
**Attachments:** SME 6702M-IA.pdf

Dear Jaime,

Enclosed herewith preliminary advice of SME 6702M.

Best Regards,

**Huey Yon** | case handler  
**LKK Auto Consultants Pte.Ltd.**  
Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Tuesday, 4 October 2022 10:24 AM  
**To:** 'Jaime Tay' <jaime.tay@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: our veh SME6702M, your veh SLP6867A on 01/10/2022 // EQI REF: DM22HO01688/JT

Dear Jaime,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Tuesday, 4 October 2022 9:06 AM  
**To:** 'Coco Lu Ting' <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: our veh SME6702M, your veh SLP6867A on 01/10/2022 // EQI REF: DM22HO01688/JT

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Coco,

Thank you for your email. Arrangement will be made accordingly.

Dear Sirs,

**Please assist on PRS assignment.**

Thank you.

**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**

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](http://www.eqinsurance.com.sg)



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**From:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Sent:** Tuesday, 4 October 2022 8:59 AM

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>

**Subject:** RE: our veh SME6702M, your veh SLP6867A on 01/10/2022 // EQI REF: DM22HO01688/JT

Dear Jaime,

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



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](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Tuesday, 4 October 2022 8:41 am  
**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; Jie Si Neo <[jiesi.neo@eqinsurance.com.sg](mailto:jiesi.neo@eqinsurance.com.sg)>  
**Subject:** RE: our veh SME6702M, your veh SLP6867A on 01/10/2022 // EQI REF: DM22HO01688/JT

**This email was sent from outside of your organisation**

**Without Prejudice**

**Save As To Costs**

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

Dear Coco,

Liability is clear. We welcome direct settlement.

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) <b>AJAX Inspection Services Pte Ltd</b><br><br>Tel: 6255 0808<br><br>Fax: 6849 9155 | 2) <b>LBS Automotive Appraisal Pte Ltd</b><br><br>L.B.S. Auto Consultants Pte Ltd<br><br>Tel: 6281 6690 / 62832866<br><br>Fax: 6281 8748 |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                                      |                                                                                             |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
|                                                                                                      | Contact Person: Amy/ Grace                                                                  |
| <b>3) RT Appraisal Pte Ltd</b><br><br>Tel: 67486076<br>Fax: 67480361<br>Contact Person: Elson/Elgene | <b>4) Priority Services</b><br><br>Tel: 62934822<br>Fax: 62963283<br>Contact Person: Sharon |
| <b>5) Formteam Adjusters Pte Ltd</b><br><br>Tel: 65091788<br>Fax: 65096221                           | <b>6) LKK Auto Consultants Pte Ltd</b><br><br>Tel: 6256-3561<br>Fax: 6741-4108              |
| <b>7) Appraisals Associates Pte Ltd</b><br><br>Tel : 67472822<br>Fax: 67470070                       | <b>8) Infiniti Appraisal Service</b><br><br>Tel : 96684818/90099001<br>Fax: 64587432        |
| <b>9) Automobile Inspection Services Pte Ltd</b><br><br>Tel: 6286 0155<br>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**

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Regards,

Jaime Tay  
Executive | Claims



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**From:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Sent:** Monday, 3 October 2022 6:32 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>; Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>;

Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** our veh SME6702M, your veh SLP6867A on 01/10/2022

Dear officer in charge,

Please advise us the liability for this case.

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](http://www.cyclecarriage.com.sg)



**From:** PGLJ06 <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>

**Sent:** Monday, 3 October 2022 6:23 pm

**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Subject:** scan to email

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