

## Veron Chen (LKKAuto)

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**From:** Josephine Wong <josephine.wong@eqinsurance.com.sg>  
**Sent:** Tuesday, 17 January 2023 5:51 PM  
**To:** Veron Chen (LKKAuto); assignments  
**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022 Our ref: DM22HO01888

Without Prejudice

Dear Veron

Kindly proceed.

### **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:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Tuesday, 17 January 2023 4:48 PM

**To:** Josephine Wong <josephine.wong@eqinsurance.com.sg>; assignments <assignments@lkkauto.com>

**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

Dear Josephine,

Enclosed preliminary revised of vehicle SLW 3439K

Date of survey: 30/11/2022

Number of days (estimated) : 8 days

For your approval please.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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

**Sent:** Monday, 5 December 2022 6:09 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

DM22HO01888

### **Announcement**

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Regards,

**Josephine Wong**

Senior Executive | Claims



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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, 5 December 2022 9:47 AM  
**To:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; Josephine Wong <[josephine.wong@eqinsurance.com.sg](mailto:josephine.wong@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

Dear Josephine,

Kindly provides us claim number

Enclosed preliminary revised of vehicle SLW 3439K  
Date of survey: 30/11/2022  
Number of days (estimated) : 8 days

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Sent:** Monday, 7 November 2022 1:34 PM  
**To:** Josephine Wong <[josephine.wong@eqinsurance.com.sg](mailto:josephine.wong@eqinsurance.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

Dear Josephine,

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

**Sent:** Monday, 7 November 2022 10:13 AM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'cheehan.go@cyclecarriage.com.sg' <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>

**Subject:** FW: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

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**

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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,

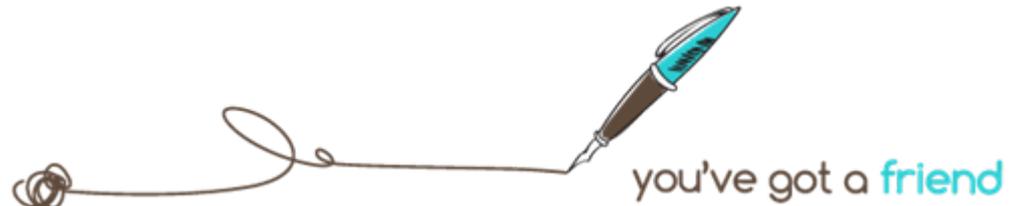
**Josephine Wong**

Senior Executive | Claims



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**From:** Go Chee Han <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>  
**Sent:** Monday, November 7, 2022 9:57 AM  
**To:** Josephine Wong <[josephine.wong@eqinsurance.com.sg](mailto:josephine.wong@eqinsurance.com.sg)>  
**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

Dear Josephine,

This time round will take LKK for survey .

Thanks

Your Sincerely,

GO CHEE HAN  
Service Advisor - Body Care & Repair  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

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**From:** Josephine Wong <[josephine.wong@eqinsurance.com.sg](mailto:josephine.wong@eqinsurance.com.sg)>  
**Sent:** Monday, 7 November 2022 9:54 am  
**To:** Go Chee Han <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>  
**Subject:** FW: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

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

Reminder

Kindly select surveyor as email below . Thanks

“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**

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Regards,

**Josephine Wong**  
Senior Executive | Claims



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**From:** Josephine Wong  
**Sent:** Friday, November 4, 2022 9:29 AM  
**To:** 'Go Chee Han' <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>  
**Subject:** RE: Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

**Without Prejudice**

Dear Chee Han

Our insured has not report accident hence we are unable to revert 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.

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

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.

“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:** Go Chee Han <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>

**Sent:** Thursday, November 3, 2022 6:45 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Subject:** Accident involving motor vehicle nos. SLW3439K & SLJ88C ( ALONG KIND'S ROAD ) Accident date: 2-11-2022

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been

instructed by him/her (motor vehicle number SLW3439K ), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number SLJ88C ) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at [cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)

Your Sincerely,

GO CHEE HAN

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272

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