

Veron Chen (LKKAUTO)

From: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Thursday, 22 December 2022 3:59 PM
To: Veron Chen (LKKAUTO)
Subject: RE: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E
DOA:28/11/2022 Our ref: DM22HO02065

Without Prejudice

Dear Veron
Please 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



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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, 22 December 2022 3:29 PM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Josephine Wong <josephine.wong@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022 Our ref: DM22HO02065

Dear Josephine,

Enclosed final preliminary revised of vehicle SLH 2969H.

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)

From: Veron Chen (LKKAuto)
Sent: Monday, 5 December 2022 10:14 AM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Josephine Wong <josephine.wong@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022 Our ref: DM22HO02065

Dear Josephine,

Enclosed preliminary revised of vehicle SLH 2969H

Date of survey: 30/11/2022

Number of days (estimated) : 5 days

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)

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Wednesday, 30 November 2022 11:32 AM
To: Josephine Wong <josephine.wong@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022 Our ref: DM22HO02065

Dear Josephine,

Thank you for the assignment.

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: Wednesday, 30 November 2022 9:28 AM

To: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'christopher.anthonidas@vw.com.sg' <christopher.anthonidas@vw.com.sg>

Subject: FW: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022 Our ref: DM22HO02065

Without Prejudice

Dear LKK

Kindly arrange third party survey immediately .

Details of survey as mentioned below .

“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

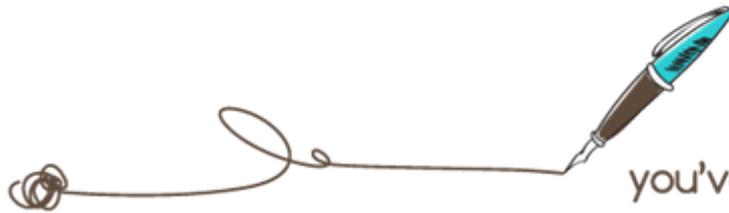


EQ Insurance Company Limited

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www.eqinsurance.com.sg



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From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Sent: Tuesday, 29 November 2022 6:43 PM
To: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Subject: RE: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022

Dear Josephine,

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: Josephine Wong <josephine.wong@eqinsurance.com.sg>
Sent: Tuesday, 29 November 2022 9:45 am
To: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Subject: [EXT] FW: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022

Without Prejudice

Dear Chris

Liability is clear without prejudice to 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.

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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<p>3) RT Appraisal Pte Ltd</p> <p>Tel: 67486076</p> <p>Fax: 67480361</p> <p>Contact Person: Elson/Elgene</p>	<p>4) Priority Services</p> <p>Tel: 62934822</p> <p>Fax: 62963283</p> <p>Contact Person: Sharon</p>
<p>5) Formteam Adjusters Pte Ltd</p> <p>Tel: 65091788</p> <p>Fax: 65096221</p>	<p>6) LKK Auto Consultants Pte Ltd</p> <p>Tel: 6256-3561</p> <p>Fax: 6741-4108</p>
<p>7) Appraisals Associates Pte Ltd</p> <p>Tel : 67472822</p> <p>Fax: 67470070</p>	<p>8) Infiniti Appraisal Service</p> <p>Tel : 96684818/90099001</p> <p>Fax: 64587432</p>
<p>9) Automobile Inspection Services Pte Ltd</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 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg”

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Regards,

Josephine Wong
Senior Executive | Claims



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From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>
Sent: Tuesday, 29 November 2022 8:57 am
To: EQI PRS <EQIPRS@eqinsurance.com.sg>; motor claims <motorclaims@eqinsurance.com.sg>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT FOR SLH2969H & SLP9422E DOA:28/11/2022

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

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