

Mei Kwan (LKKAuto)

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Sent: Tuesday, March 22, 2022 10:21 PM
To: Mei Kwan (LKKAuto)
Cc: Celine Fong (LKKAuto); Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT INVOLVING FBJ7194B (EQ) / SGQ7195C (TP) ON 11 MAR 2016 // EQ
REF: DM16HO00558 *** LKK REF: CC4/EQ116004853/M1wb3s2

Categories: bee

Dear Mei Kwan,

Thank you for the update & confirmation.

We will proceed to close file at our end.

Announcement

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

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 -reaching

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

Best Regards,

Melody Teoh

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate

A handwritten signature in black ink, appearing to be "Melody Teoh", is located in the bottom right corner of the page.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, March 22, 2022 10:12 PM

To: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Cc: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING FB7194B (EQ) / SGQ7195C (TP) ON 11 MAR 2016 // EQ REF: DM16HO00558
*** LKK REF: CC4/EQI16004853/M1wb3s2

Dear Melody,

No settlement reached.

10 days notice given to TP repairer on 03.09.2019 and we didn't received any follow up email / call from TP.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Melody Teoh [<mailto:melody.teoh@eqinsurance.com.sg>]

Sent: Tuesday, March 22, 2022 10:02 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING FB7194B (EQ) / SGQ7195C (TP) ON 11 MAR 2016 // EQ REF: DM16HO00558
*** LKK REF: CC4/EQI16004853/M1wb3s2

Dear Mei Kwan,

There was no settlement reached / agreed with TP right?

Announcement

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

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 -reachabl

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Best Regards,

Melody Teoh

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Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, March 15, 2022 1:33 PM

To: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Cc: Celine Fong (LKKAuto) <celinefong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING FB7194B (EQ) / SGQ7195C (TP) ON 11 MAR 2016 // EQ REF: DM16HO00558

*** LKK REF: CC4/EQI16004853/M1wb3s2

Dear Melody,

We refer to the above matter.

Please note that non-development for this case and this file has been closed.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>

Sent: Saturday, 12 March 2022 9:34 AM

To: assignments <assignments@lkkauto.com>

Subject: ACCIDENT INVOLVING FBJ7194B (EQ) / SGQ7195C (TP) ON 11 MAR 2016 // EQ REF: DM16HO00558

Dear LKK,

Please see the attached above.

Kindly update us on the status of this old case.

Thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsur”

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Best Regards,

Melody Teoh

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