

Veron Chen (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 19 July 2018 1:54 PM
To: Veron Chen (LKKAUTO)
Cc: SUR
Subject: RE: SJZ1749L OD/CLAIM (CAR IN) (DM18HO01446-JG)

[CS/EQI18010572/R1vd3](#)

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)

From: JiongHow, Ng [mailto:jionghow.ng@hcspl.com.sg]
Sent: Thursday, 19 July, 2018 1:41 PM
To: Joel Goh <joel.goh@eqinsurance.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@hcspl.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; ChiaLiang, Cheong <chialiang.cheong@hcspl.com.sg>
Subject: RE: SJZ1749L OD/CLAIM (CAR IN) (DM18HO01446-JG)

Hi Joel,

Noted with thanks. We have settled with the driver about the excess

Thank you

Regards

Ng Jiong How
Motor Claims Advisor
Auto Servicing
Total Vehicle Solutions Department

Hitachi Capital Asia Pacific Pte. Ltd.
Jun Taiyo Service Centre (Automobile Leasing & Workshop)
8 Fourth Lok Yang Road Singapore 629705
t: 6833 6282
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From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Thursday, July 19, 2018 1:39 PM

To: JiongHow, Ng <jionghow.ng@hcspl.com.sg>; Jamilah, Binte MohdKassim <jamilahbegum@hcspl.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; ChiaLiang, Cheong <chialiang.cheong@hcspl.com.sg>

Subject: RE: SJZ1749L OD/CLAIM (CAR IN) (DM18HO01446-JG)

Dear Jiong How

The excess should be S\$2,600.00 (S\$600 + S\$2,000).

Best Regards,

Joel Goh

Executive | Claims



EQ Insurance Company Limited

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

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

www.eqinsurance.com.sg



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From: JiongHow, Ng [<mailto:jionghow.ng@hcspl.com.sg>]

Sent: Friday, July 13, 2018 5:43 PM

To: Joel Goh; Jamilah, Binte MohdKassim

Cc: Admin A; ChiaLiang, Cheong

Subject: RE: SJZ1749L OD/CLAIM (CAR IN) (DM18HO01446-JG)

Hi Joel,

I would like to check if there's any changes for SJZ1749L OD excess?

Thank you

Regards

Ng Jiong How

Motor Claims Advisor

Auto Servicing

Total Vehicle Solutions Department

Hitachi Capital Asia Pacific Pte. Ltd.

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From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, June 20, 2018 9:58 AM
To: Jamilah, Binte MohdKassim <jamilahbegum@hcspl.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; ChiaLiang, Cheong <chialiang.cheong@hcspl.com.sg>; JiongHow, Ng <jionghow.ng@hcspl.com.sg>
Subject: RE: SJZ1749L OD/CLAIM (CAR IN) (DM18HO01446-JG)

Dear Jamilah

I refer to our earlier tele-conversation.

My apologies I have just checked with our underwriters and confirm that the excess should be S\$2,600.00 (S\$600 + S\$2,000).

Apologies for the inconvenience and any confusion caused.

Dear LKK

Please take note of the above.

Best Regards,

Joel Goh
Executive | Claims



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did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Joel Goh
Sent: Tuesday, June 19, 2018 5:39 PM
To: 'JiongHow, Ng'
Cc: 'Admin A'; 'ChiaLiang, Cheong'; 'Jamilah, Binte MohdKassim'
Subject: RE: SJZ1749L OD/CLAIM (CAR IN) (DM18HO01446-JG)

Dear Jiong How

I have just checked and confirmed that the excess applicable for this OD claim should be S\$2,000.00 (unnamed driver) instead of S\$2,600.00.

Apologies for the inconvenience.

Dear LKK

Please take note of the above.

Best Regards,

Joel Goh
Executive | Claims



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From: Joel Goh
Sent: Wednesday, June 13, 2018 10:05 AM
To: 'JiongHow, Ng'
Cc: Admin A; ChiaLiang, Cheong; Jamilah, Binte MohdKassim
Subject: RE: SJZ1749L OD/CLAIM (CAR IN)

Dear Jiong How

Policy excess is S\$600.00
However as the accident driver is not named in the policy, there is an additional excess of S\$2,000.00.

We trust that the above clarifies.

Best Regards,

Joel Goh
Executive | Claims



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did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg



From: JiongHow, Ng [<mailto:jionghow.ng@hcspl.com.sg>]
Sent: Wednesday, June 13, 2018 9:49 AM
To: Joel Goh
Cc: Admin A; ChiaLiang, Cheong; Jamilah, Binte MohdKassim
Subject: RE: SJZ1749L OD/CLAIM (CAR IN)

Dear Joel,

I would like to make an enquiry regarding about my client SJZ1749L Excess fee.

When I mentioned to her that the excess fee is \$2600.00, she told me that when she did her accident reporting at one of the EQ authorised reporting centre and she was told that her access only \$600.00.

Able to help me confirm the excess fee?

Thank you

Regards

Ng Jiong How
Motor Claims Advisor
Auto Servicing
Total Vehicle Solutions Department

Hitachi Capital Asia Pacific Pte. Ltd.
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From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]
Sent: Monday, June 11, 2018 9:23 AM
To: JiongHow, Ng <jionghow.ng@hcspl.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SJZ1749L OD/CLAIM (CAR IN)

Without Prejudice

Dear Jiong How

We will appoint LKK to survey insured's vehicle for OD claim.

Dear LKK

Kindly assist on this OD survey.
Excess: S\$2,600.00 (no waiver)

Best Regards,

Joel Goh
Executive | Claims



EQ Insurance Company Limited

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From: JiongHow, Ng [<mailto:jionghow.ng@hcspl.com.sg>]
Sent: Saturday, June 9, 2018 2:28 PM
To: Bazlin Ahmad
Cc: Janet Tan; Joel Goh
Subject: RE: SJZ1749L OD/CLAIM SOMPO INSURANCE (CAR IN)

Dear all,

Please refer to above subject matter.

Attached GIA report and Estimate for your arrangement

Kindly Assign Survey, CAR IN No.8 Fourth Lok Yang Road S/629705

Regards

Ng Jiong How
Motor Claims Advisor
Auto Servicing
Total Vehicle Solutions Department

Hitachi Capital Asia Pacific Pte. Ltd.

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