

Hsiao Tong (LKKAUTO)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Friday, 25 October 2019 11:14 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Jaime Tay
Subject: RE: <SEEK MANDATE> LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018
*** LKK REF: CC4/EQI18015188/Kfa3 (DM18HO02154-JT)
Attachments: LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf

Dear Hsiao Tong

Please proceed to resolve up to \$8,052.38.

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



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

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, October 19, 2019 12:41 PM
To: Joel Goh
Cc: Admin A
Subject: <SEEK MANDATE> LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3 (DM18HO02154-JG)

EQ ref : **DM18HO02154-JG**

LKK ref : CC4/EQI18015188/Kpa3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING SJU6253T(EQ-OI) SLG5794E(TP) ON 19/08/2018

We refer to the above matter.

The accident occurred when our insured vehicle came out from parking lot and collided with third party who was driving straight on main driveway. Liability is not in our insured's favour.

We seek your approval to offer Third Party repairer "**ComfortDelGro Engineering Pte Ltd**" at **\$8,052.38(all-in).**

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 11,809.96	\$ 7,410.38
2. Loss of Use (11days x \$120.00)	\$ 1,320.00	\$ 640.00 (8days x \$80.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 13,131.96	\$ 8,052.38

Surveyor recommended 5 days for repair + 1PRS + 1PH + 1Sunday = 8days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval/instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Tuesday, 20 August 2019 11:53 AM

To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: 3rd Reminder to LKK for offer: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3 (DM18HO02154-JG)

Importance: High

Dear Poh Kin

Please advise on the status of this settlement.

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

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From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Tuesday, 20 August 2019 11:02 AM
To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: LKK Admin LKK <admin-a@lkkauto.com>; KK Lau LKK <kklau@lkkauto.com>
Subject: Re: 3rd Reminder to LKK for offer: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3
Importance: High

Without Prejudice

Dear Sir/Madam

This matter has been long protracted.

Please advise if there's any prospect of amicable settlement.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Tuesday, 7 May 2019 2:09 PM
To: Tan Wei Yin EQ <weiyin.tan@eqinsurance.com.sg>
Cc: LKK Admin LKK <admin-a@lkkauto.com>; KK Lau LKK <kklau@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: Re: 3rd Reminder to LKK for offer: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

Without Prejudice

Dear Wei Yin

Despite our repeated reminders, we received no response from your loss adjuster.

Appreciate your assistance to expedite the settlement.

Note: No video footage as indicated in our client's GIA report.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Friday, 25 January 2019 11:34 AM
To: Poh Kin (LKKAUTO)
Cc: LKK Admin LKK; KK Lau LKK
Subject: 3rd Reminder to LKK for offer: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

3rd Reminder

Without Prejudice

Dear Sir/Madam

This matter has been long protracted. Please revert with your offer without further delay.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Monday, 3 December 2018 4:52 PM
To: Poh Kin (LKKAUTO)
Subject: 2nd Reminder to LKK for offer: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

2nd Reminder

Without Prejudice

Dear Sir/Madam

Please look into the matter and revert with your offer within the next seven (7) days.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Thursday, 1 November 2018 3:46 PM
To: Poh Kin (LKKAUTO)
Subject: Re: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

Without Prejudice

Dear Sir/Madam

Liability is very clear as per BOLA S24. Your insured was moving out from the parking lot and collided with our client's vehicle who was going straight.

Please revert with your settlement offer within 7 days.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Poh Kin (LKKAUTO) <pohkin@lkkauto.com>

Sent: Thursday, 1 November 2018 2:54 PM

To: Cecilia Lee Peng Geok

Subject: RE: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

WITHOUT PREJUDICE

Our Ref: CC4/EQI18015188/Kfa3

Your Ref: PTE/SLG5794E/20180819/DS-CL

Dear Cecilia,

ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SJU 6253T AND SLG 5794E ON 19.08.2018

We refer to the above matter and your letter of demand dated 14th September 2018.

Please be informed that liability is unclear on this matter. There is no conclusive evidence yet to substantiate either party's version. Below is a copy of our insured's accident report statement for your perusal. As such, We would like to request a copy of **video footage** as stated in your client accident report for our necessary action.

Circumstances of Accident

I was in a parallel parking lot, wanting to move off from the lot. I'm signal my indicator lights for the right. I check my blind spot and I acknowledge that there was a vehicle very far back on the lane. It was safe for me to turn out. As I turn out right, suddenly the vehicle that I saw that was far away hit my right side of my vehicle. The driver of that vehicle has video footage of the accident. We exchange particulars No injury involved.

Your prompt reply will be very much appreciated.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 26 October 2018 12:05 PM

To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: Re: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

Without Prejudice

Dear Poh Kin

Please look into the matter and revert with your offer soon.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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

Sent: Friday, 14 September 2018 2:49 PM

To: Cecilia Lee Peng Geok; Poh Kin (LKKAuto)

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018 *** LKK REF: CC4/EQI18015188/Kfa3

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC4/EQI18015188/Kfa3	Poh Kin – 6841 2132

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

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: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Friday, 14 September, 2018 2:48 PM

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

Subject: LOD AGAINST EQ - SLG5794E / SJU6253T DOA 19/08/2018

Without Prejudice

Dear Sir/Madam

Attached herewith our LOD dated 14/09/2018 for your attention and early settlement.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843