



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC6/EQ118016293/Kpb3

14 SEPT 2018

LOW FOONG HENG

BLK 786 YISHUN RING ROAD

#04-3500

SINGAPORE 760786

Dear Sir/Madam,

ACCIDENT INVOLVING SLU 3691H AND SJN 4997E ON 01/09/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SJN 4997E against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

c.c. *EQ INSURANCE COMPANY LIMITED*
(Motor Claims Dept)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 30 April 2019 3:30 PM
To: Joel Goh
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SLU3691H (OI : EQI - DM18HO02322-JG) AND SJN4997E (TP : LKK REF - CC6/EQI18016293/Kpb3) on 01.09.2018

Dear Joel,

Apologised for oversight your email.

We understand that third party had converted to OD claim.

In view of this, we will proceed to submit PRI report to your good office.

Thank you.

Best Regards,

Hsiao Tong, Chew | 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: Thursday, 20 December 2018 8:54 AM
To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SLU3691H (OI : EQI - DM18HO02322-JG) AND SJN4997E (TP : LKK REF - CC6/EQI18016293/Kpb3) on 01.09.2018
Importance: High

Dear Shu Pei

Please assist to provide us an update on this claim urgently.
We received TP BOLA claim from NTUC

Best Regards,

Joel Goh

Executive | Claims

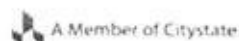


EQ Insurance Company Limited

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: Joel Goh

Sent: Friday, September 7, 2018 8:51 AM

To: 'Shu Pei (LKKAuto)'

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: Direct Settlement - Accident Involving SLU3691H (OI : EQI - DM18HO02322-JG) AND SJN4997E (TP : LKK REF - CC6/EQI18016293/Kpb3) on 01.09.2018

Dear Shu Pei

Attached our insured's accident report for your attention.

Best Regards,

Joel Goh

Executive | Claims



EQ Insurance Company Limited

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

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www.eqinsurance.com.sg



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From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Thursday, September 6, 2018 5:11 PM

To: Joel Goh

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: Direct Settlement - Accident Involving SLU3691H (OI : EQI - TBA) AND SJN4997E (TP : LKK REF - CC6/EQI18016293/Kpb3) on 01.09.2018

WITHOUT PREJUDICE

Dear Joel,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SJN 4997E at M/s Cheng Hoe Motor Pte Ltd.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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