

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 29 September 2020 10:32 AM
To: 'Janice Goh'
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - DM20HO00840) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018
Attachments: Email from TP dd 290920.pdf

Hi Janice,

We refer to the above matter.

Please be informed that third party had closed their file and not claiming. Kindly refer to the attached email which is self-explanatory.

In view of the above, we will proceed to close file and submit wp report to your good office.

Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Monday, 3 August 2020 1:53 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - DM20HO00840) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Hi Mei Kwan

As requested, attach is a copy of insured's report for your kind attention.

Please settle at best without prejudice.

Thank you.

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 -reac

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Regards

Janice Goh

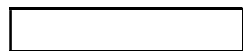
Executive | Claims

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Monday, August 3, 2020 11:45 AM

To: Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - DM20HO00840) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Dear Janice,

Noted. We will not contact OI.

Please provide us OI GIA report for review.

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: Janice Goh <janice.goh@eqinsurance.com.sg>

Sent: Friday, 31 July, 2020 6:45 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - DM20HO00840) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Hi Mei Kwan

Please settle at best.

Thank you.

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 -reac

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

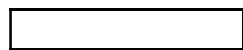
Regards

Janice Goh

Executive | Claims

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did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
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Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Janice Goh

Sent: Friday, July 31, 2020 6:43 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - DM20HO00840) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Hi Mei Kwan

Please proceed DS with TP.

Remarks - Insured is our Chairman's mother. Please DO NOT contact or email to her on this case.

Thank you.

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 -reac

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Regards

Janice Goh

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Joel Goh

Sent: Tuesday, May 26, 2020 2:23 PM

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

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Janice Goh <janice.goh@eqinsurance.com.sg>

Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - TBA) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Dear Mei Kwan

Our insured has not reported this accident.

Dear Janice

Please follow up on this non reporting.
Claim not registered.

Announcement

In line with the [MOM advisory on Safe Distancing Measures](#) in workplace, our operation remains “**Business As Usual**” – except most of us are on Work-Fr

We seek your understanding in bearing with us in this adjustment and any inadvertent delay in service.

Best Regards,
Joel Goh

Senior 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 immediately and delete all copies of it.

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

Sent: Tuesday, May 26, 2020 10:32 AM

To: Joel Goh

Cc: Hsiao Tong (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - TBA) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Dear Joel,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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.

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

Sent: Monday, 20 April, 2020 3:49 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

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

Subject: Re: Direct Settlement - Accident Involving SDS8323T (OI : EQI - TBA) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Dear Sir / Madam,

We refer to the above matter.

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

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 8 October 2019 10:24 AM
To: 'Janet Tan' <janet.tan@eqinsurance.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SDS8323T (OI : EQI - TBA) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kpa3) on 30/08/2018

Dear Sir / Madam,

We refer to the above matter.

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

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 19 September, 2018 11:41 AM
To: 'Janet Tan' <janet.tan@eqinsurance.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SDS8323T (OI : EQI - TBA) AND SJS9528S (TP : LKK REF - CC6/EQI18017001/Kea3) on 30/08/2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SJS 9528S at M/s Hwa Seng Spray Painting Company - Sin Ming.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report
- Photographs of TP vehicle in its damaged condition

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 Asher and she can be contacted at DID: 6841 6051.

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)

Total Control Panel[Login](#)

To: joel.goh@eqinsurance.com.sg

[Remove](#) this sender from my allow list

From: meikwan@lkkauto.com

You received this message because the sender is on your allow list.