

## Cecilia Chong (LKK Auto)

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**From:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Sent:** Friday, 25 September 2020 10:29 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: DM19HO00944/JT: Direct Settlement - Accident Involving SKB8346J (OI : EQI - DM19HO00944-SG) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jga3) on 20/03/2019

Hi Mei Kwan

Please be informed that we have repudiated liability due to non-reporting for this case.

Kindly inform TP's workshop accordingly.

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 -reachabl

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

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](http://www.eqinsurance.com.sg)



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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Monday, September 21, 2020 9:03 AM  
**To:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Cc:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: DM19HO00944/JT: Direct Settlement - Accident Involving SKB8346J (OI : EQI - DM19HO00944-SG) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jga3) on 20/03/2019

Dear Janice,

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.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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*

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**From:** Joel Goh

**Sent:** Tuesday, 26 May, 2020 2:24 PM

**To:** Mei Kwan (LKKAuto) ; Janice Goh

**Cc:** Cecilia Chong (LKK Auto) ; Admin A

**Subject:** RE: DM19HO00944/JT: Direct Settlement - Accident Involving SKB8346J (OI : EQI - DM19HO00944-SG) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jga3) on 20/03/2019

Dear Mei Kwan

Our insured has not reported this accident.

Dear Janice

Please follow up on this non reporting.

**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-From-

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**

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

**Sent:** Tuesday, May 26, 2020 10:33 AM

**To:** Joel Goh

**Cc:** Cecilia Chong (LKK Auto); Admin A

**Subject:** RE: DM19HO00944/JT: Direct Settlement - Accident Involving SKB8346J (OI : EQI - TBA) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jga3) on 20/03/2019

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Tuesday, 8 October, 2019 10:18 AM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Cc:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: DM19HO00944/JT: Direct Settlement - Accident Involving SKB8346J (OI : EQI - TBA) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jga3) on 20/03/2019

Dear Sir / Madam,

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.

Thank you.

Best Regards,

Mei Kwan | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Sent:** Friday, 5 April, 2019 1:19 PM

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

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** DM19HO00944/JT: Direct Settlement - Accident Involving SKB8346J (OI : EQI - TBA) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jha3) on 20/03/2019

Dear Mei Kwan

Accident not reported. We are following up on non reporting.

Regards,

**Janet Tan**

Senior 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

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

**Sent:** Friday, April 5, 2019 10:10 AM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Cc:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>; Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SKB8346J (OI : EQI - TBA) AND SHD6130C (TP : LKK REF - CC3/EQI19005420/Jha3) on 20/03/2019

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 6130C at M/s SMRT Automotive Services Pte Ltd (Woodlands) on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report

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 Vic and he can be contacted at DID: 6841 2096.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 25 September 2020 10:55 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** YOUR REF: SHD 6130C (OUR REF: CC3/EQI19005420/Jga3 ) \*\*\* ACCIDENT INVOLVING SKB 8346J & SHD 6130C ON 20/03/2019 \*\*\*

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the above matter

The claim has been repudiated due to Our insured non-reporting.

Thus, we will proceed to close off the matter.

Thank

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

**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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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*Save the Earth. Print only when necessary.*