

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 23 July 2020 3:06 PM  
**To:** Janice Goh  
**Cc:** Admin A  
**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019  
**Attachments:** EMAIL FROM TP DD 230720.pdf

Hi Janice,

We refer to the above matter.

Please be informed that third party had no evidence for this matter and they have closed case at their end.

In view of this, we will proceed to close file and submit WP report to your good office.

Thank you.

*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,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto: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](mailto:janice.goh@eqinsurance.com.sg)>  
**Sent:** Thursday, 30 April 2020 2:13 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Hi Hsiao Tong

Insured informed us that his hirer did not involving in this accident. His hirer helped the rider out of good will which anyone will do when you saw a motorcyclist fell down on a busy road

Please request further evidence from TP.

Thank you.

[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.

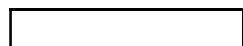
**Regards**

**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)



*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:** Hsiao Tong (LKKAuto) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]

**Sent:** Wednesday, April 22, 2020 2:21 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Dear Sirs/Mdm,

We refer to the above matter.

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

Thank you.

**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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 29 January 2020 5:38 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Dear Sirs/Mdm,

We refer to the above matter.

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

Thank you.

*"Wishing you a Happy and Prosperous New Year"*



Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Monday, 23 December 2019 6:06 PM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Hi Shu Pei

Our insured has not reported the accident to us yet.

We will revert to you once our insured's reported.

Thank you.

**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



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:** Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

**Sent:** Tuesday, December 17, 2019 10:55 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Janice,

We refer to the above matter.

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

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Thursday, 21 November 2019 11:14 AM

**To:** Shu Pei (LKKAuto) <[shupe@lkkauto.com](mailto:shupe@lkkauto.com)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Hi Shu Pei

Our insured has not reported the accident to us yet.

We will follow up with our insured and revert to you upon receiving.

Thank you.

Janice Goh

Executive | Claims

EQ Insurance Company Limited

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



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:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

**Sent:** Thursday, November 21, 2019 10:10 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Janice,

We refer to the above matter.

Kindly advice 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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

---

**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Friday, 25 October 2019 9:24 AM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Hi Shu Pei

Our insured has not reported the accident to us.

We will forward to you upon receiving.

Thank you.

**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)



*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:** Shu Pei (LKKAUTO) [<mailto:shupe@lkkauto.com>]

**Sent:** Thursday, October 24, 2019 3:10 PM

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

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAUTO)

**Sent:** Wednesday, 16 October 2019 9:41 AM

**To:** [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAUTO)

**Sent:** Wednesday, 18 September 2019 9:20 AM

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

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice 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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAUTO)

**Sent:** Wednesday, 11 September 2019 9:01 AM

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

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice 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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAUTO)

**Sent:** Thursday, 29 August 2019 9:17 AM

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

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice 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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAuto)

**Sent:** Thursday, 8 August 2019 9:09 AM

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

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice 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,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 26 June 2019 11:25 AM

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

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Sir/ Madam,

We refer to the above matter.



Kindly advice 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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Tuesday, 30 April 2019 10:01 AM

**To:** Shu Pei (LKKAuto) <[shupeilkkauto.com](mailto:shupeilkkauto.com)>

**Cc:** Poh Kin (LKKAuto) <[pohkinlkkauto.com](mailto:pohkinlkkauto.com)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Dear Shu Pei

Insured said will report but yet to do so.

Had sent reminder.

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

[www.eqinsurance.com.sg](http://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:** Shu Pei (LKKAuto) [<mailto:shupeilkkauto.com>]

**Sent:** Tuesday, April 30, 2019 9:36 AM

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

**Cc:** Poh Kin (LKKAuto) <[pohkinlkkauto.com](mailto:pohkinlkkauto.com)>

**Subject:** RE: DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Tuesday, 23 April 2019 9:21 AM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

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

**Subject:** DM19HO01108/JT: Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

Dear Shu Pei

Accident not reported.  
We shall follow up on NR.

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

[www.eqinsurance.com.sg](http://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:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

**Sent:** Monday, April 22, 2019 7:01 PM

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

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

**Subject:** Direct Settlement - Accident Involving SLM740L (OI : EQI - TBA) AND FBN1669S (TP : LKK REF - CC6/EQI19006819/Ufb3) on 03.04.2019

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle FBN 1669S at M/s Ban Hock Hin Co. Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

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 Poh Kin and he can be contacted at DID: 6841-2132.

Thank you.

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeilkkauto.com](mailto:shupeilkkauto.com) | fax: 6741-4108

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

---

**Total Control Panel**

[Login](#)

To: [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)      [Remove](#) lkkauto.com from my allow list

From: [shupeilkkauto.com](mailto:shupeilkkauto.com)

*You received this message because the domain lkkauto.com is on your allow list.*