

RE: <Submit WP Report>: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Melody Teoh <melody.teoh@eqinsurance.com.sg>

Mon 19/7/2021 5:53 PM

To: Steve Lim <steve.lim@eqinsurance.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Dear Hsiao Tong,

Please proceed to close file at your end and forward your invoice to us for payment.

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 -reachable by phone or email.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Best Regards,

Melody Teoh

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: Steve Lim

Sent: Monday, July 19, 2021 8:33 AM

To: 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>; Melody Teoh <melody.teoh@eqinsurance.com.sg>

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

Subject: RE: <Submit WP Report>: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Hi Hsiao Tong,

Janice left

Hi Melody,

FYA

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 -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted on a prior agreed appointment basis.

Regards,

Steve Lim

Assistant Manager | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-

00 Tower Block MND

Complex Singapore

069110

did 65 6496 9885 | tel 65

6223 9433 ext 885 |

fax 65 6223 4190

www.eqinsurance.com.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Saturday, July 17, 2021 12:05 PM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: <Submit WP Report>: Direct Settlement - Accident Involving YN8401D (OI : EQJ -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQJ19012140/Upa3) on 09/07/2019

Dear Janice,

We refer to the above matter.

We understand that third party has passed this matter to lawyer for further handling (PD & BI).

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 | 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: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Tuesday, 29 September 2020 3:37 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE>: Direct Settlement - Accident Involving YN8401D (OI : EQJ -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQJ19012140/Upa3) on 09/07/2019

Hi Hsiao Tong

As spoken, the issued / effective date must be the same as passing date. Please verify on this.

Furthermore, the proof of passing date documents without any name.

Please request for more evidence.

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 -reachable by phone or email or an arranged video call meeting.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQJ premises can only be conducted on a prior agreed appointment basis.

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

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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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, September 25, 2020 4:07 PM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE>: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Hi Janice,

We refer to our below email.

Kindly advise instruction/mandate as third party is asking. 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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 9 September 2020 11:34 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE>: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Hi Janice,

7/20/2021

Mail - Hsiao Tong (LKKAuto) - Outlook

We refer to the above matter.

Attached here with a copy of Test Result & insured driver's (Hu Jiang) driving licence provided by our insured for your perusal. According to our insured, the driver had passed the BTE on 20/02/2019 & FTT on 27/05/2019. After that, the driver had a valid Singapore driving licence issued on 09/11/2019.

Please advise if we may proceed DS and let us have your mandate approval on this matter. Thanks.

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

Sent: Thursday, 14 November 2019 4:32 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: <SEEK MANDATE>: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Hi Hsiao Tong

As spoken, please find attached insured's report for your kind attention.

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



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>]
Sent: Friday, November 1, 2019 11:02 AM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: <SEEK MANDATE>: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

EQ ref : **DM19HO01955/JT**
LKK ref : CC6/EQI19012140/Upa3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING YN8401D(EQ-OI) AND SLP5326B(TP) ON 09/07/2019

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver’s favour.

We seek your approval to offer Third Party repairer “**FASTECH AUTO PTE LTD**” at **\$12,826.00(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$35,311.29	\$ 11,984.00
2. Loss of Rental (7days x \$150.00)	\$ 1,050.00	\$ 840.00(7days x \$120.00)
3. LTA / GIA Search fee	\$ 2.00	\$ 2.00
Total	\$36,363.29	<u>\$ 12,826.00</u>

Surveyor recommended 8 days for repair.

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: Hsiao Tong (LKKAuto)
Sent: Tuesday, 27 August 2019 12:52 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

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

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: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Monday, 5 August, 2019 11:47 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: FW: Direct Settlement - Accident Involving YN8401D (OI : EQI -DM19HO01955/JT) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

Dear Mei Kwan

As attached.

Third party, Jerry 86009910 said his vehicle not fully done.

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.

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, July 22, 2019 11:37 AM
To: Janet Tan <janet.tan@eqinsurance.com.sg>

7/20/2021

Mail - Hsiao Tong (LKKAuto) - Outlook

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

Subject: RE: Direct Settlement - Accident Involving YN8401D (OI : EQI - TBA) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

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, 10 July, 2019 2:51 PM

To: 'Janet Tan' <janet.tan@eqinsurance.com.sg>

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

Subject: Direct Settlement - Accident Involving YN8401D (OI : EQI - TBA) AND SLP5326B (TP : LKK REF - CC6/EQI19012140/Upa3) on 09/07/2019

EQI ref: TBA

LKK REF: CC6/EQI19012140/Upa3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLP 5326B at M/s Fastech Auto Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Hsiao Tong and she can be contacted at DID: 6742 3197.

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)