

Vivian Lau (LKKAuto)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Tuesday, 26 June, 2018 3:39 PM
To: Vivian Lau (LKKAuto)
Cc: Hsiao Tong (LKKAuto); KKLau
Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Vivian

Please proceed to close file and let us have your bill.

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.

From: Vivian Lau (LKKAuto) [mailto:vivianlau@lkkauto.com]
Sent: Tuesday, June 26, 2018 3:38 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Janet,

We refer to the above matter.

Be informed that till date TP's repairer had finalised with our surveyor since 04/03/2016 after inspection .

Till date TP repairer unable to provide any evidence until . In view of no further development, can we will proceed to temporary close the file and submit the report to your office.

If any new development in future, we will keep you informed for an update and follow up the matter accordingly.

Thank you,

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 3 April, 2018 11:22 AM

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

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

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Janet

We refer to the above matter.

Please be informed that taxi driver reported video footage unrecorded.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 23 January, 2018 3:20 PM

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

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Janet

We refer to the above matter.

Please be informed that taxi driver reported video footage unrecorded.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Friday, 15 December, 2017 11:57 AM

To: 'Tan Wei Yin' <weiyin.tan@eqinsurance.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Wei Yin,

We refer to the above matter.

Please be informed that taxi driver reported video footage unrecorded.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 21 November, 2017 7:38 PM

To: 'Tan Wei Yin' <weiyin.tan@eqinsurance.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Wei Yin,

We refer to the above matter.

Please be informed that taxi driver reported video footage unrecorded.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]

Sent: Friday, 25 November, 2016 10:30 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Shu Pei,

OI had reported, please find attached report.

Liability remain unclear, please obtain TP's video (if any).

Thank you

Warmest Regards,

Tan Wei Yin

Claims Executive

EQ Insurance Company Limited

5 Maxwell Road,

#17-00 Tower Block,

MND Complex

Singapore 069110

6223 9433 (Tel)

6496 9034 (DID)

6223 4190 (Fax)

Website: www.eqinsurance.com.sg

Disclaimer : 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: Monday, November 7, 2016 4:13 PM

To: Tan Wei Yin

Cc: KKLau; Hsiao Tong (LKKAuto); Zayyer (LKKAuto); Vivian Lau (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Sir / Madam,

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 | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Wednesday, 28 September, 2016 11:42 AM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>; Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto)

<zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Wei Yin,

Content noted with thanks.

We will tried to obtain the video from TP

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]

Sent: Tuesday, 27 September, 2016 12:22 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto)

<zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Shu Pei,

Further to my email below, please assist to check if TP had video footage ?

Thank you

Warmest Regards,
Tan Wei Yin
Claims Executive
EQ Insurance Company Limited
5 Maxwell Road,
#17-00 Tower Block,
MND Complex
Singapore 069110
6223 9433 (Tel)
6496 9034 (DID)
6223 4190 (Fax)
Website: www.eqinsurance.com.sg

Disclaimer : 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: Tan Wei Yin
Sent: Thursday, September 22, 2016 3:47 PM
To: 'Shu Pei (LKKAuto)'
Cc: KKLau; Hsiao Tong (LKKAuto); Zayyer (LKKAuto); Vivian Lau (LKKAuto); Admin A
Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - DM16HO02011/WY) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

Dear Shu Pei,

Refer to your email below.

OI had yet to report the accident.

Please proceed with WP, if need be.

Thank you

Warmest Regards,
Tan Wei Yin
Claims Executive
EQ Insurance Company Limited
5 Maxwell Road,
#17-00 Tower Block,
MND Complex
Singapore 069110
6223 9433 (Tel)
6496 9034 (DID)
6223 4190 (Fax)
Website: www.eqinsurance.com.sg

Disclaimer : 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: Wednesday, September 14, 2016 2:17 PM

To: Elaine Cheong; Tan Wei Yin

Cc: KKLau; Hsiao Tong (LKKAuto); Zayyer (LKKAuto); Vivian Lau (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine / Wei Yin,

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,

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)

From: Shu Pei (LKKAuto)

Sent: Tuesday, 16 August, 2016 5:25 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

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)

From: Shu Pei (LKK Auto)

Sent: Friday, 15 July, 2016 11:28 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

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)

From: Shu Pei (LKK Auto)

Sent: Thursday, 2 June, 2016 3:10 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

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)

From: Shu Pei (LKK Auto)

Sent: Thursday, 14 April, 2016 9:19 AM

To: 'Elaine Cheong' <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKK Auto)

Sent: Wednesday, 30 March, 2016 12:58 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKK Auto)

Sent: Friday, 18 March, 2016 4:32 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKK Auto)

Sent: Friday, 11 March, 2016 11:05 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKK Auto)

Sent: Thursday, 3 March, 2016 6:08 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKK Auto)

Sent: Friday, 26 February, 2016 9:52 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKK Auto)

Sent: Thursday, 18 February, 2016 3:52 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Zayyer <zayyer@lkkauto.com>; Vivian Lau <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving XB7192M (OI : EQI - TBA) AND SHC3368J (TP : LKK REF - CC3/EQI16003083/H1wb3) on 06.02.2016

WITHOUT PREJUDICE

Dear Elaine,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHC 3368J at ComfortDelGro Engineering Pte Ltd (Loyang).

Enclosed herewith a copy of TP's GIA report, estimated cost of repair and preliminary advice for your perusal.

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 Vivian and she can be contacted at DID: 6841 8625.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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