

Hsiao Tong (LKKAUTO)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 22 June 2022 3:17 PM
To: Hsiao Tong (LKKAUTO)
Subject: RE: (Seek Mandate) - Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Hsiao Tong,

Please proceed to finalize as recommended and inform workshop to send us the LOD as per Melody's previous instructions.

Thank you.

With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg

Announcement

As we endeavour to keep everyone safe, our business will continue to operate within Covid-19 SMM guidelines. Although our Customer Care Counter remain closed till further notice, we can be reached via phone, email or an arranged video call meeting. For any onsite customer care service, including meetings - in EQI premises - a prior agreed appointment can be arranged.

Regards,

Jaime Tay
[Executive | Claims](#)



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 22 June 2022 10:12 AM
To: motor claims <motorclaims@eqinsurance.com.sg>
Subject: RE: (Seek Mandate) - Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Sirs/mdm,

Please advise mandate.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 30 May 2022 2:41 PM

To: motorclaims@eqinsurance.com.sg

Subject: RE: (Seek Mandate) - Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Sirs/Mdm,

Kindly assist.

Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Monday, 30 May 2022 2:33 PM

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: (Seek Mandate) - Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Melody,

According to our surveyor, it is a paper survey and no physical inspection conducted by our surveyor. The item is not stated in third party estimate. So it is not included in adjustment.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

S(408933)

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

Sent: Thursday, 14 April 2022 10:29 PM

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: FW: (Seek Mandate) - Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Hsiao Tong,

From the inspection photos, I saw the front windscreen cracked? But it was not included in your adjuster's

Please verify, thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqins”

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

Best Regards,

Melody Teoh

Executive | Claims



EQ Insurance Company Limited

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, April 6, 2022 10:01 AM
To: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: [Seek Mandate] - Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Melody,

We refer to the above matter.

Attached here with a copy of paper survey report for your easy reference.

We would like to seek your approval as follows: -

Recommended Cost of Repair	L/sum \$6,400.00 (before GST)
Recommended Repair Days	9 days

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 |

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

S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 10 March 2022 11:42 AM
To: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Melody,

Noted with thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

S(408933)

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

Sent: Thursday, 10 March 2022 11:07 AM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Hsiao Tong,

Please proceed to conduct paper survey only. We will handle direct settlement with TP.

Kindly seek our mandate before finalising COR with TP workshop.

Thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg”

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 -ready to support our customers.

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 via video conference.

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



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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, March 9, 2022 3:06 PM
To: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear Melody,

We refer to the above matter.

Please be informed that there is some miscommunication whereby we did not inspect third party vehicle. Third party repairer submitted PRI to NTUC and NTUC has sent their surveyor to conduct inspection since 2018. Third party repairer was being informed by NTUC that GBC7973G is not insured with NTUC after the car was repaired. We have tried to ask third party repairer to get a copy of survey report from NTUC but they are unable to retrieve the report, only can provide inspection photos for our review.

In view of this, kindly advise if we may proceed to do a paper survey for this matter.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

S(408933)

From: Melody Teoh <melody.teoh@eqinsurance.com.sg>
Sent: Sunday, 6 March 2022 9:52 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
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 GBC7973G (OI : EQI - DM18HO00801) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Dear LKK,

We refer to the above case.

Please update us on the development for this case.

Thank you.

Announcement

“With effect from 1st January 2022, please send all PRS / LOD to motorclaims@eqinsurance.com.sg”

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 - ready to support our customers.

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 by appointment.

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



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From: Janet Tan

Sent: Tuesday, August 13, 2019 11:01 AM

To: 'Meikwan@lkkauto.com' <Meikwan@lkkauto.com>

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

Subject: DM18HO00801/JT: Direct Settlement - Accident Involving GBC7973G (OI : EQI - TBA) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

Hi

OI report as attached.

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

Sent: Thursday, August 8, 2019 5:33 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 GBC7973G (OI : EQI - TBA) AND GBF3388G (TP : LKK REF - CC6/EQI19013946/Apa3) on 26/03/2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

EQI ref: TBA

LKK REF: CC6/EQI19013946/Apa3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBF 3388G at M/s Sin Ho Auto 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)