

## Hsiao Tong (LKKAUTO)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Thursday, 25 June 2020 5:26 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: Direct Settlement - Accident Involving SLC9184K (OI : EQI - DM19HO02861-JG) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

Dear Hsiao Tong

Please proceed with 50-50 settlement.

### 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 -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,  
Joel Goh

Senior Executive | Claims



### **EQ Insurance Company Limited**

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

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

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



A handwritten signature in dark ink, appearing to be a cursive "J" followed by a loop.

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the*

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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Thursday, June 25, 2020 3:11 PM  
**To:** Joel Goh  
**Cc:** Admin A  
**Subject:** RE: Direct Settlement - Accident Involving SLC9184K (OI : EQI - DM19HO02861-JG) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

Hi Joel,

Apologised for late response.

We have engaged OI Mr Chin and he agreed to resolve the matter at 50/50 as both parties had no evidences.

Kindly advise if we may proceed 50/50.

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)

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

**Sent:** Friday, 17 April 2020 5:29 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: Direct Settlement - Accident Involving SLC9184K (OI : EQI - DM19HO02861-JG) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

Dear Hsiao Tong

Please advise if insured has been engaged and agreeable to 50-50 settlement.

**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-Home.

We seek your understanding in bearing with us in this adjustment and any inadvertent delay in service.

Best Regards,

**Joel Goh**

Senior Executive | Claims



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**From:** [chewht@lkkauto.com](mailto:chewht@lkkauto.com) [<mailto:chewht@lkkauto.com>]

**Sent:** Friday, April 17, 2020 5:18 PM

**To:** Joel Goh

**Cc:** Admin A

**Subject:** Re: Direct Settlement - Accident Involving SLC9184K (OI : EQI - DM19HO02861-JG) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

Hi Joel,

No video footage from third party.

Kindly advise if we may proceed 50/50 in view of conflicting version.

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)

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Wednesday, 30 October 2019 10:12 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SLC9184K (OI : EQI - DM19HO02861-JG) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

Dear Mei Kwan

Attached our insured's accident report for your attention.  
Please assist to obtain a copy of third party's video footage before any settlement.

Best Regards,

**Joel Goh**  
Executive | Claims



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, October 25, 2019 10:50 AM  
**To:** EQI PRS  
**Cc:** CS A Team; Hsiao Tong (LKKAuto); Admin A

**Subject:** RE: Direct Settlement - Accident Involving SLC9184K (OI : EQI - TBA) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

Re-send with attachment.

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)

**Sent:** Friday, 25 October, 2019 10:48 AM

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

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

**Subject:** Direct Settlement - Accident Involving SLC9184K (OI : EQI - TBA) AND SG5784B (TP : LKK REF - CC3/EQI19018712/Epa3) on 17/10/2019

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SG 5784B 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 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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