

Hsiao Tong (LKKAuto)

From: karen Seah <weileemotorworks@gmail.com>
Sent: Tuesday, 2 February 2021 2:14 PM
To: Hsiao Tong (LKKAuto)
Subject: Re: SJV1595J //LKK REF: CC6/EQI19021828/Kpb3

Hi Hsiao
We confirmed withdraw the case.
Thank you.

On Tue, Feb 2, 2021 at 2:11 PM karen Seah <weileemotorworks@gmail.com> wrote:

Hi Hsiao
OKay,we

On Tue, Feb 2, 2021 at 2:06 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Karen,

As spoken, our insured did not submit claim against your client. He is reporting only.

Kindly advise if your client is willing to withdraw the claim against our insured. 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: Tuesday, 2 February 2021 12:39 PM

To: karen Seah <weileemotorworks@gmail.com>

Subject: RE: SJV1595J //LKK REF: CC6/EQI19021828/Kpb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear as our insured driver is disputing on third party claim. Attached is a copy of insured report for your easy reference.

As per EQ instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 2 February 2021 3:55 PM
To: 'Janice Goh'
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - DM19HO03265/SG) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019
Attachments: Email from TP dd 020221.pdf

Hi Janice,

Both parties had no PIR for this matter.

Third party repairer informed us that their client had decided to withdraw the claim. Kindly refer to the attached email from third party for your reference.

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

Thank you.

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: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Monday, 16 November 2020 9:04 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - DM19HO03265/SG) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Hsiao Tong

Did insured has any evidence to support on his dispute?

Is there any final police investigation result? If no, please assist to request from insured and TP.

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 -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

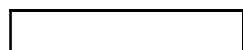
Regards

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



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

Sent: Sunday, November 15, 2020 12:33 PM

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

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

Subject: Re: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Janice,

We refer to our email dated 20/04/2020.

Kindly let us have your instruction/comments.

Thanks.

***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: Hsiao Tong (LKKAuto)

Sent: Thursday, 22 October 2020 8:05 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Janice,

We refer to our email dated 20/04/2020.

Kindly let us have your instruction/comments.

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, 22 July 2020 10:36 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Janice,

We refer to our email dated 20/04/2020.

Kindly let us have your instruction/comments.

Thanks.

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

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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) <chewht@lkkauto.com>

Sent: Monday, 20 April 2020 5:33 PM

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

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

Subject: Re: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Janice,

Kindly refer to the attached email from our insured driver which is self-explanatory. OID disputed liability & third party claim.

Kindly let us have your instruction/comments.

Thanks.

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 | 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, 23 January 2020 8:48 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Dear Hsiao Tong

Attached insured's accident report for your 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

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

Sent: Thursday, January 23, 2020 8:35 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595J (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

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.

"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 | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, 20 December 2019 11:13 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595S (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Janice,

Thank you for your email.

Attached here with accident scene photos provided by third party for your perusal.

"Best Wishes for Merry Christmas, and Happy New Year 2020"

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: Friday, 20 December 2019 10:38 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595S (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Hsiao Tong

Our insured still not reported to us yet.
We will revert to you once our insured reported.

Thank you.

Janice Goh

Executive | Claims

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

Sent: Thursday, December 19, 2019 12:22 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595S (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

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 Wishes for Merry Christmas, and Happy New Year 2020"

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: Friday, 13 December 2019 1:38 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595S (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

Hi Shu Pei

Our insured has not reported the accident to us yet.
We will follow up with insured.

Thank you.

Janice Goh

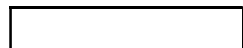
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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Wednesday, December 11, 2019 3:37 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

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

Subject: Direct Settlement - Accident Involving SKH8877L (OI : EQI - TBA) and SJV1595S (TP : LKK REF - CC6/EQI19021828/Kpb3) on 03.12.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SJV 1595J at M/s Wei Lee Motor Works on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP 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 Hsiao Tong and she can be contacted at DID: 6742 3197.

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)

Total Control Panel

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