

**RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - DM19HO03330) and SHB5285G (TP : LKK REF -CC3/EQI19022187/Qpb3) on 13.12.2019**

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

Wed 5/8/2020 10:46 AM

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

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

Hi Hsiao Tong

Please advise insured to do an addendum.

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 EQI 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

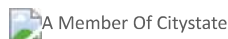
069110

did 65 6496 9032 | tel 65

6223 9433 ext 032 |

fax 65 6223 4190

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



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

**Sent:** Tuesday, August 4, 2020 2:08 PM

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

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

**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - DM19HO03330) and SHB5285G (TP : LKK REF -CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Janice,

As spoken earlier, we noticed that the name of policyholder for GBJ7330A is ASK Leasing Pte Ltd under certificate of insurance. However OI GIA report stated that the policyholder is Roset Auto Care Services Pte Ltd.

Please advise if we shall get OI to do an addendum or else advise further instruction.

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](mailto: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, 23 July 2020 5:22 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - DM19HO03330) and SHB5285G (TP : LKK REF -CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Janice,

As spoken earlier, we noticed that the name of policyholder for GBJ7330A is ASK Leasing Pte Ltd under certificate of insurance. However OI GIA report stated that the policyholder is Roset Auto Care Services Pte Ltd.

Please advise if we shall get OI to do an addendum or else advise further instruction.

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)

---

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

**Sent:** Thursday, 23 July 2020 10:52 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

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

**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - DM19HO03330) and SHB5285G (TP : LKK REF -CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Su Li

Our insured has reported the accident. (Attached).

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 EQI 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  
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069110  
did 65 6496 9032 | tel 65  
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---

**From:** Janice Goh

**Sent:** Tuesday, June 23, 2020 10:34 AM

**To:** 'Su Li (LKK Auto)' <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

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

**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - DM19HO03330) and SHB5285G (TP : LKK REF -CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Su Li

Our insured has not reported the accident yet.

We will forward to you upon receiving.

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 EQI premises can only be conducted on a prior agreed appointment basis.

**Regards****Janice Goh**

Executive | Claims

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**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]**Sent:** Monday, June 22, 2020 2:39 PM**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

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.

*\* 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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

---

**From:** Janice Goh [<mailto:janice.goh@eqinsurance.com.sg>]

**Sent:** Friday, 22 May 2020 11:22 AM

**To:** Hsiao Tong (LKKAuto)

**Cc:** Admin A

**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Hsiao Tong

Our insured still not reported yet.

Thank you.

**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 arrangement - still reachable by phone or email.

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

**Regards**

**Janice Goh**

Executive | Claims

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00 Tower Block MND

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---

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

**Sent:** Friday, May 22, 2020 10:25 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

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.

*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)

---

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

**Sent:** Thursday, 7 May 2020 9:11 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

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.

**"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."**

*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)

**From:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Sent:** Wednesday, 22 April 2020 10:03 AM  
**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 GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Hsiao Tong

Thank you for the email with footage.  
Our insured has not reported the accident to us yet.

Thank you.

#### 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 arrangement - still reachable by phone or email.

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

**Regards**

**Janice Goh**  
Executive | Claims

#### **EQ Insurance Company Limited**

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00 Tower Block MND  
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---

**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]  
**Sent:** Wednesday, April 22, 2020 9:52 AM  
**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

Dear Sir / Madam,

We refer to the above matter.

Please be informed that third party is chasing for offer/ settlement. Attached is a copy of video from third party for your reference.

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.

*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)

---

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

**Sent:** Friday, 17 April 2020 5:19 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

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.

*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)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 28 January 2020 11:26 AM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

Dear Sir / Madam,

We refer to the above matter.

Kindly advise 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](mailto: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](mailto:janice.goh@eqinsurance.com.sg)>

**Sent:** Tuesday, 24 December 2019 9:25 AM

**To:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Cc:** 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 GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

Hi Shu Pei

Our insured has not reported the accident to us yet.

We will follow up with our insured on the reporting and forward to you once our insured reported.

Thank you.

**Janice Goh**

Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-  
00 Tower Block MND

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069110  
did 65 6496 9032 | tel 65  
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---

**From:** Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]  
**Sent:** Tuesday, December 17, 2019 5:07 PM  
**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>  
**Cc:** 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 GBJ7330A (OI : EQI - TBA) and SHB5285G (TP : LKK REF - CC3/EQI19022187/Qpb3) on 13.12.2019

## WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 5285G at M/s SMRT Automotive Services Pte Ltd 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: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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

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From: [shupe@lkkauto.com](mailto:shupe@lkkauto.com)

8/5/2020

Mail - Hsiao Tong (LKKAuto) - Outlook

*You received this message because the domain lkkauto.com is on your allow list.*