

## Hsiao Tong (LKKAUTO)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Wednesday, 3 March 2021 4:17 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: Direct Settlement - Accident Involving GBE1537L (OI : EQI - DM20HO00257-JG ) AND SJN9247D (TP : LKK REF - CC6/EQI20001790/Apa3) on 30/01/2020

Dear Hsiao Tong

Please let us have your survey report for this case soonest.  
We received LOD from TP lawyer.

### 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 -ready.  
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)



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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Thursday, 30 April 2020 10:53 AM  
**To:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** Re: Direct Settlement - Accident Involving GBE1537L (OI : EQI - DM20HO00257-JG ) AND SJN9247D (TP : LKK REF - CC6/EQI20001790/Apa3) on 30/01/2020

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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:** Steve Lim <[steve.lim@eqinsurance.com.sg](mailto:steve.lim@eqinsurance.com.sg)>  
**Sent:** Tuesday, 4 February 2020 8:08 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@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 GBE1537L (OI : EQI - DM20HO00257-JG ) AND SJN9247D (TP : LKK REF - CC6/EQI20001790/Apa3) on 30/01/2020

Hi Mei Kwan,

Please see attached GIA and Video

Regards,

**Steve Lim**  
Assistant Manager | Claims



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Monday, 3 February 2020 5:18 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 GBE1537L (OI : EQI - TBA) AND SJN9247D (TP : LKK REF - CC6/EQI20001790/Apa3) on 30/01/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SJN 9247D at M/s Hua Meng Spray Painting Workshop - Kaki Bukit 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 insured's accident 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

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

## **Hsiao Tong (LKKAUTO)**

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 5 March 2020 4:56 PM  
**To:** ORIENTALHW2@MYOTS.COM.SG  
**Subject:** ACCIDENT INVOLVING GBE 1537L(EQ) AND SJN 9247D ALONG/ AT 50 BT BATOK ST 23 MIDVIEW BUILDING ENTRANCE ON 30/01/2020

05 March 2020

**(By Email-only)**

**M/S ORIENTAL HARDWARE & MARINE PTE LTD**

Dear Sir/ Mdm

**OUR REF : CC6/EQI20001790/Apa3**

**YOUR REF : GBE1537L**

**ACCIDENT INVOLVING GBE 1537L(EQ) AND SJN 9247D ALONG/ AT 50 BT BATOK ST 23 MIDVIEW BUILDING ENTRANCE ON 30/01/2020**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SJN 9247D against your insurance policy.

Based on all the available information on hand, we are of the view that both parties should exercise caution on this matter. We shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

*"Please note EQ Insurance reserves all rights to seek recovery if the Insured and/or Authorized Driver is later found to be in breach of policy terms and conditions."*



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

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