

RE: Direct Settlement - Accident Involving GBF3508C (OI : EQI - DM20HO00392-JG) AND SJQ1197B (TP : LKK REF - CC6/EQI20002941/Apa3) on 18/02/2020

Joel Goh <joel.goh@eqinsurance.com.sg>

Tue 7/4/2020 3:49 PM

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

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

Dear Hsiao Tong

After viewing the video footage, I am of the view that the road while may be one way road, does not seem like a single lane road. The road is wide enough to fit 2 vehicles side by side.

Please proceed to inform third party and proceed with direct 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 arrangement - still reachable by phone or email.

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

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 |

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

Sent: Tuesday, April 7, 2020 1:22 PM

To: Joel Goh

Cc: Admin A

Subject: Re: Direct Settlement - Accident Involving GBF3508C (OI : EQI - DM20HO00392-JG) AND SJQ1197B (TP : LKK REF - CC6/EQI20002941/Apa3) on 18/02/2020

Hi Joel,

Attached is a copy of video from third party (Front & Rear) for your perusal.

Our insured disputed full liability as both parties should exercise caution, third party should not overtook their van from the left while it is a single lane road.

For your comments/ instruction in order to proceed further.

Thanks.

Note: As a response to the COVID-19 outbreak, we are on Work From Home arrangement. All correspondence should be made via email. 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: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Thursday, 2 April 2020 9:23 AM

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

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

Subject: RE: Direct Settlement - Accident Involving GBF3508C (OI : EQI - DM20HO00392-JG) AND SJQ1197B (TP : LKK REF - CC6/EQI20002941/Apa3) on 18/02/2020

Dear Hsiao Tong

Attached video footage as per your request.

Best Regards,

Joel Goh
Executive | Claims



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00 Tower Block MND

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

Sent: Thursday, April 2, 2020 9:16 AM

To: Joel Goh

Cc: Admin A

Subject: RE: Direct Settlement - Accident Involving GBF3508C (OI : EQI - DM20HO00392-JG) AND SJQ1197B (TP : LKK REF - CC6/EQI20002941/Apa3) on 18/02/2020

Hi Joel,

We refer to the above matter.

We would like to request a copy of our insured video footage as stated in his GIA report for our necessary action.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@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: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Wednesday, 26 February 2020 9:53 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: Direct Settlement - Accident Involving GBF3508C (OI : EQI - DM20HO00392-JG) AND SJQ1197B (TP : LKK REF - CC6/EQI20002941/Apa3) on 18/02/2020

Dear Mei Kwan

Attached our insured's accident report for your attention.
Please proceed with direct settlement.

Best Regards,

Joel Goh
Executive | Claims



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00 Tower Block MND

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

Sent: Sunday, February 23, 2020 3:29 PM

To: EQI PRS

Cc: Hsiao Tong (LKKAuto); Admin A

Subject: Direct Settlement - Accident Involving GBF3508C (OI : EQI - TBA) AND SJQ1197B (TP : LKK REF - CC6/EQI20002941/Apa3) on 18/02/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJQ 1197B at M/s New Hock Teck Motor Pte Ltd - 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.

Please 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 | fax: 67414108

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