Mei Kwan (LKKAuto)

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

Sent: Wednesday, 29 July, 2020 11:24 AM

To: Mei Kwan (LKKAuto)

Cc: Cecilia Chong (LKK Auto); Admin A

Subject: RE: Direct Settlement - Accident Involving SJN7337R (OI : EQI - TBA) AND

SHB1722M (TP: LKK REF - CC3/EQI20007342/Qga3) on 08/07/2020

Attachments: SJN7337R.PDF

Categories: HMK

Hi Mei Kwan

Please find attached OI GIA report for you kind attention.

Do not settle the claim as Insured is disputing the TP vehicle's damages.

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

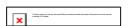
Janice Goh

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: Joel Goh

Sent: Thursday, July 16, 2020 5:05 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Janice Goh <janice.goh@eqinsurance.com.sg> **Cc:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

 $\textbf{Subject:} \ \textbf{RE: Direct Settlement - Accident Involving SJN7337R (OI: EQI-TBA) AND SHB1722M (TP: LKK REF-LKK REF-$

CC3/EQI20007342/Qga3) on 08/07/2020

Dear Mei Kwan

Our insured has not reported this accident.

Dear Janice

Please assist.

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



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

Sent: Thursday, July 16, 2020 10:49 AM

To: Joel Goh

Cc: Cecilia Chong (LKK Auto); Admin A

Subject: Direct Settlement - Accident Involving SJN7337R (OI: EQI - TBA) AND SHB1722M (TP: LKK REF -

CC3/EQI20007342/Qga3) on 08/07/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 1722M 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 Cecilia and she can be contacted at DID: 6749 4274.

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: $\underline{\text{MeiKwan@lkkauto.com}}$ | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

claim related documents will be in softcopy. Any inconvenience caused is much regretted

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of

Total Control Panel <u>Login</u>

To: <u>joel.goh@eqinsurance.com.sg</u> <u>Remove</u> this sender from my allow list

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