

## Mei Kwan (LKKAuto)

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**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 your 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 - read more

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 via Zoom

### 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:** 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>

**Subject:** RE: Direct Settlement - Accident Involving SJN7337R (OI : EQI - TBA) AND SHB1722M (TP : 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 -read

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:** 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: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

***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***

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