

Mei Kwan (LKKAUTO)

From: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Tuesday, 21 July, 2020 2:03 PM
To: Mei Kwan (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A
Subject: RE: Direct Settlement - Accident Involving SMG2397B (OI : EQI - TBA) AND SHB1679E (TP : LKK REF - CC3/EQI20007499/Qpa3) on 17.07.2020
Attachments: SMG2397B.PDF
Categories: HMK

Hi Mei Kwan

As requested, please find attached Insured's report for your kind attention.

Please proceed DS if in order.

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

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

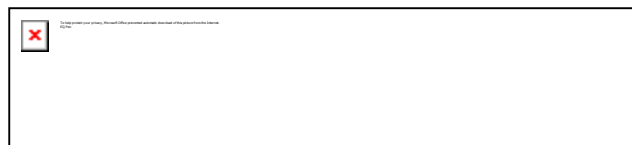
Regards

Janice Goh
Executive | Claims



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From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]
Sent: Tuesday, July 21, 2020 11:43 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SMG2397B (OI : EQI - TBA) AND SHB1679E (TP : LKK REF - CC3/EQI20007499/Qpa3) on 17.07.2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 1679E 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 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

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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