

## Mei Kwan (LKKAUTO)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Thursday, 30 July, 2020 9:24 AM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** Hsiao Tong (LKKAUTO); Admin A  
**Subject:** RE: Direct Settlement - Accident Involving GBE9475D (OI : EQI - DM20HO01059-JG) and SLW2205A (TP : LKK REF - CC6/EQI20007579/pa3) on 20/07/2020  
**Attachments:** GBE9475D.PDF  
**Categories:** HMK

Dear Mei Kwan

Attached insured's accident report.

Insured reported unaware of accident and we noted that third party reported that they viewed the CCTV footage.

Please assist to request for a copy of the said video footage from third party for our review.

### 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

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**From:** Joel Goh  
**Sent:** Thursday, July 23, 2020 3:51 PM  
**To:** 'Mei Kwan (LKKAUTO)'  
**Cc:** Hsiao Tong (LKKAUTO); Admin A  
**Subject:** RE: Direct Settlement - Accident Involving GBE9475D (OI : EQI - DM20HO01059-JG) and SLW2205A (TP : LKK REF - CC6/EQI20007579/pa3) on 20/07/2020

Dear Mei Kwan

Our insured has not reported this accident.

## **Announcement**

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

**Sent:** Wednesday, July 22, 2020 6:01 PM

**To:** Joel Goh

**Cc:** Hsiao Tong (LKKAuto); Admin A

**Subject:** Direct Settlement - Accident Involving GBE9475D (OI : EQI - TBA) and SLW2205A (TP : LKK REF - CC6/EQI20007579/pa3) on 20/07/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s New Hock Teck Motor Pte Ltd - Kaki Bukit and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- 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](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***

