

## Hsiao Tong (LKKAUTO)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Friday, 19 February 2021 4:05 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** 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 Hsiao Tong

In view that PIR is inconclusive and there is no evidence from third party that our insured is liable for the damages, please proceed to reject and request for more evidence.

### 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 -ready. 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:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, 19 February 2021 2:22 PM  
**To:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Direct Settlement - Accident Involving GBE9475D (OI : EQI - DM20HO01059-JG) and SLW2205A (TP : LKK REF - CC6/EQI20007579/pa3) on 20/07/2020

Hi Joel,

Attached is a copy of PIR from third party for your easy reference. No action is being taken against anyone.

In view of our insured is not aware of collision and no action against our insured for this matter, kindly advise if we may proceed to reject third party claim or else advise further instruction.

Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 21 August 2020 10:41 AM

**To:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBE9475D (OI : EQI - DM20HO01059-JG) and SLW2205A (TP : LKK REF - CC6/EQI20007579/pa3) on 20/07/2020

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

There was no scene video and photo from third party. Third party claimant is waiting for PIR from police, once we have it will forward accordingly.

Thank you.

***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.***

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Thursday, 30 July 2020 9:24 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**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

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 -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



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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**

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



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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***