

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 4 March 2021 12:14 PM
To: Joel Goh
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
Attachments: Email from TP dd 040321.pdf

Hi Joel,

We refer to the above matter.

Kindly refer to the attached email from third party repairer for your easy reference. They will close case at their end.

In view of this, we will proceed to close file and submit WP report to your good office. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

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

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 -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



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: 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 | Fax: 6741 4108

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

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 21 August 2020 10:41 AM

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

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 | Fax: 6741 4108

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

S(408933)

From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Thursday, 30 July 2020 9:24 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 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

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



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: 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 -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 via video conference.

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: 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 | 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

Hsiao Tong (LKKAuto)

From: Admin nht <admin@nhtmotor.com>
Sent: Thursday, 4 March 2021 10:39 AM
To: Hsiao Tong (LKKAuto)
Cc: Chloe
Subject: Re: Your Ref: SLW2205A // LKK Ref: CC6/EQI20007579/Apa3 [ACCIDENT INVOLVING GBE 9475D(EQ) AND SLW 2205A ON 20/07/2020]

Without Prejudice

Hi Hsiao Tong

Refer to your email dd25.02.2021, we will proceed to close the case at our end, thanks.

Best Regards,

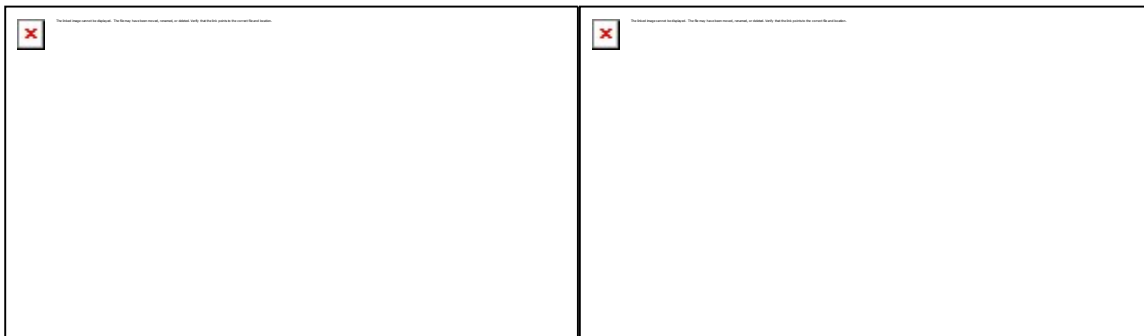
Sukyi Chong

Assistant Manager

New Hock Teck Motor Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

Tel : 6747 9241 Fax : 6741 7276



On Thu, Feb 25, 2021 at 11:44 AM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

In view that PIR is inconclusive and there is no concrete evidence to show that our insured vehicle had collided onto your client's car, we regret to inform you that we are unable to look into your client's claim.

We will review the matter if there is any fresh/new evidences.

Thanks.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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



**SINGAPORE
POLICE FORCE**

Traffic Police
10 Ubi Avenue 3
Singapore 408865
Tel +65 6547 0000
Fax +65 6547 4883
www.police.gov.sg

Our Ref : TP/IP/30937/2020
Date : 25 August 2020

MRS MATHANGI SOMASEKARAN
BLK 1 AMBER ROAD
#09-01
SINGAPORE 439845

Dear Sir / Madam,

**TRAFFIC ACCIDENT INVOLVING GBE9475D AND SLW2205A ALONG JALAN BESAR ON
20/07/2020 AT ABOUT 1430 HRS**

I refer to the above accident.

2 We have completed the case. Our investigations have not produced any substantive results. Traffic Police is unable to conclusively determine the party at fault. Hence no action is being taken against anyone with regards to the accident, at this point in time.

3 You may wish to note that our decision does not preclude future prosecution should new evidence emerge at a later stage. Please be informed that our decision does not preclude you from pursuing insurance / civil claims.

4 If you have any clarification, you may contact the Investigation Officer, SI Kaleswari D/O Palani at office number: 6547 6902.

Yours faithfully,

**HEAD INVESTIGATION
TRAFFIC POLICE
SINGAPORE POLICE FORCE**

This is a computer-generated letter. No signature is required.

A FORCE FOR THE NATION