

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 22 September 2020 12:30 PM
To: 'Jaime Tay'
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving GBD 4145U (OI : EQI - DM20HO01109/JT) and SHD 390H (TP : LKK REF - CC3/EQI20007878/Kps3) on 28/07/2020

Hi Jaime,

We refer to your below email.

Please be informed that third party had no video/scene photos for this matter.

In view of conflicting version, we would like to propose 50/50.

Kindly let us have your comments/instruction please.

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: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 5 August 2020 4:58 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD 4145U (OI : EQI - DM20HO01109/JT) and SHD 390H (TP : LKK REF - CC3/EQI20007878/Kps3) on 28/07/2020

Dear Su Li,

We refer to your email.

Please find enclosed OI's GIA report.

Conflicting statements from both parties.

Kindly obtain video footage from third party proving their statement that our OID had exited minor road and collided into the rear of his vehicle.

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 -reachable by phone or email or an arranged video call meeting.

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 on a prior agreed appointment basis.

Thank you.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

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From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: 05 August 2020 14:37

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBD 4145U (OI : EQI - TBA) and SHD 390H (TP : LKK REF - CC3/EQI20007878/Kps3) on 28/07/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHD 390H at M/s TRANS-CAB AUTO SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

**** 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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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