

Mei Kwan (LKKAuto)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, 26 August, 2020 9:58 AM
To: Mei Kwan (LKKAuto)
Cc: Cecilia Chong (LKK Auto); Admin A
Subject: RE: Direct Settlement - Accident Involving SGW1809Z (OI : EQI - DM20HO01230-JG) and SMN9822H (TP : LKK REF - CC6/EQI20008942/Kga3) on 21/08/2020
Attachments: SGW1809Z.PDF; SMN9822H.PDF
Categories: HMK

Dear Mei Kwan

Please proceed with direct settlement.

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 -readiness. 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 via Zoom.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Tuesday, August 25, 2020 8:14 PM
To: EQI PRS
Cc: Cecilia Chong (LKK Auto); Admin A
Subject: RE: Direct Settlement - Accident Involving SGW1809Z (OI : EQI - TBA) and SMN9822H (TP : LKK REF - CC6/EQI20008942/Kga3) on 21/08/2020

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMN 9822H on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Cecilia.

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

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

Sent: Tuesday, 25 August, 2020 11:44 AM

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

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SGW1809Z (OI : EQI - TBA) and SMN9822H (TP : LKK REF - CC6/EQI20008942/Kga3) on 21/08/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s Optima Werkz Pte Ltd - Serangoon 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 Cecilia.

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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