

Hsiao Tong (LKKAuto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 30 September 2020 9:55 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SKS 6803E (OI : EQI - DM20HO01288/JT) and SLC 8786E (TP : LKK REF - CC6/EQI20009425/Aps3) on 03/09/2020

Dear Hsiao Tong,

Kindly proceed as recommended.

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.

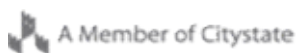
Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 30 September 2020 08:18
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SKS 6803E (OI : EQI - DM20HO01288/JT) and SLC 8786E (TP : LKK REF - CC6/EQI20009425/Aps3) on 03/09/2020

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

Thank you.

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: Wednesday, 9 September 2020 12:11 PM
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement – Accident Involving SKS 6803E (OI : EQI – DM20H001288/JT) and SLC 8786E (TP : LKK REF – CC6/EQI20009425/Aps3) on 03/09/2020

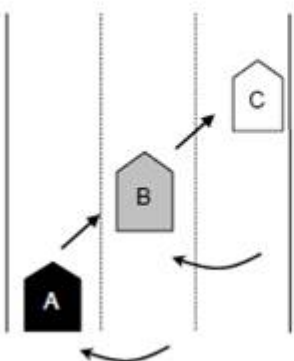
Hi Jaime,

Attached is a copy of video footage from our insured for you easy reference.

[GBE7370K](#) -> [SKS6803E](#)(Our insured) -> [SLC8786E](#)(3rd party)

We are of the view that BOLA S28(g) is applicable for this matter. We have to settle the claim from 3rd party(SKS6803E) at 100%.

Kindly let us have your comments/instruction on this matter. Thanks.

	SCENARIO	DESCRIPTION
28.	(g) 	<p>A is 100% liable to B</p> <p>B is 100% liable to C</p> <p>Note:</p> <p>I. If there is no contact between A and B, BOLA scenario 15 apply.</p> <p>II. If there is contact between A and B, BOLA scenario 28 (g) apply.</p>

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: Friday, 4 September 2020 3:24 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 SKS 6803E (OI : EQI – DM20H001288/JT) and SLC 8786E (TP : LKK REF – CC6/EQI20009425/Aps3) on 03/09/2020

Dear Su Li,

Please find enclosed as requested.

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



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

Sent: 04 September 2020 10:23

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 SKS 6803E (OI : EQI – TBA) and SLC 8786E (TP : LKK REF – CC6/EQI20009425/Aps3) on 03/09/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLC 8786E at M/s ADVANCE AUTO GARAGE on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)