

Jasper Chua (LKK Auto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Tuesday, 8 December 2020 5:56 PM
To: Jasper Chua (LKK Auto)
Subject: RE: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

Dear Jasper,

Please proceed to settle at max \$13,562.00.

Thank you.

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.

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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Monday, 7 December 2020 10:54 am
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Subject: FW: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

Dear Jamie,

For your approval

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Jasper Chua (LKK Auto)

Sent: Friday, 20 November 2020 9:18 AM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

Dear Jamie,

TP wish to claim for Loss of Use .(refer attached amended LOD)

Hence, our new revised to offer as below :

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 22,730.57	\$ 12,840.00
Loss of Use (\$100 x 9 days)	\$ 900.00	\$ 720.00
GIA	\$ 2.00	\$ 2.00
Proposed Total	\$ 23,632.57	\$ 13,562.00

((\$80 x 9 days)

Breakdown of days is as follows:

Recommended days	9 Days
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For your approval and/or further instruction please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Sent: Thursday, 19 November 2020 2:27 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

Dear Jasper,

Please proceed to settle TPD @ max **\$12,842.00** 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



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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: 19 November 2020 09:18
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver involve in 3 vehicle chain collision, insured driver is the last car.

A letter was sent out to the Insured to notify TP claim and NCD issues and no feedback received till date.

Summary to offer to repairer **MUNICH AUTOCARE PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 22,730.57	\$ 12,840.00
GIA	\$ 2.00	\$ 2.00
Proposed Total	\$ 22,732.57	\$ 12,842.00

Breakdown of days is as follows:

Recommended days	9 Days
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For your approval and/or further instruction please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 16 September 2020 10:29 AM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

Dear Jamie,

Enclosed TP video footage for your perusal.

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: Jaime Tay [<mailto:jaime.tay@eqinsurance.com.sg>]

Sent: Tuesday, 15 September 2020 1:58 PM

To: Jaslin Kok (LKK Auto)

Cc: Admin A; Jasper Chua (LKK Auto)

Subject: RE: Direct Settlement - Accident Involving GBE6305G (OI : EQI - DM20HO01306/JT) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

EQI REF: DM20HO01306/JT

LKK REF: CC6/EQI20009752/Kba3

Dear Jaslin,

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: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]

Sent: 15 September 2020 12:02

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE6305G (OI : EQI - TBA) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

EQI REF: TBA

LKK REF: CC6/EQI20009752/Kba3

Dear Jamie

We refer to the above matter.

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

Please take note that the case handler in-charge is Jasper and he can be contacted at DID: 6841 2928.

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Friday, 11 September 2020 5:45 PM
To: jaime tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: Direct Settlement - Accident Involving GBE6305G (OI : EQI - TBA) and SMN9538D (TP : LKK REF - CC6/EQI20009752/Kba3) on 06/09/2020

EQI REF: TBA
LKK REF: CC6/EQI20009752/Kba3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMN 9538D on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

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

Please take note that the case handler in-charge is Jasper and he can be contacted at DID: 6841 2928.

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

Thank you.

Best Regards,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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