

## Mei Kwan (LKKAuto)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Friday, 25 September, 2020 5:39 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Hsiao Tong (LKKAuto); Admin A  
**Subject:** RE: Direct Settlement - Accident Involving SKP5546U (OI : EQI - DM20HO01366/JT) and SLR4765M (TP : LKK REF - CC3/EQI20010129/Apa3) on 15.09.2020  
**Attachments:** SKP5546U.PDF; TP VIDEO FOOTAGE.MP4  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged  
**Categories:** HMK

**YOUR REF: DM20HO01366/JT**  
**LKK REF: CC3/EQI20010129/Apa3**

Dear Mei Kwan,

Please find enclosed insured's GIA report and 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 -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

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** 22 September 2020 11:39  
**To:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** Direct Settlement - Accident Involving SKP5546U (OI : EQI - TBA ) and SLR4765M (TP : LKK REF - CC3/EQI20010129/Apa3) on 15.09.2020

**YOUR REF: TBA DM20H001366/JT**  
**LKK REF: CC3/EQI20010129/Apa3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLR 4765M at M/s Premium Automobiles Pte Ltd – Ubi 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 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 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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***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***