

Hsiao Tong (LKKAUTO)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Wednesday, 7 October 2020 8:46 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SKZ1238H (OI : EQI - DM20HO01417-JG) and SLF3259C (TP : LKK REF - CC6/EQI20010261/Kpa3) on 20/09/2020

Dear Hsiao Tong

Please proceed with direct settlement for this case.

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 -ready.

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

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



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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Tuesday, October 6, 2020 9:07 AM
To: Joel Goh
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SKZ1238H (OI : EQI - DM20HO01417-JG) and SLF3259C (TP : LKK REF - CC6/EQI20010261/Kpa3) on 20/09/2020

Hi Joel,

We refer to your below email.

Third party had no in-car camera and video footage.

We have spoken to our insured Ms Tai on this matter. During our tele-conversation, she said that she had stopped behind third party vehicle for quite some time as the traffic light was red. She felt a slight bump while she turned back her head. She is not sure if her car had moved forward or third party reversed. Our insured did propose to third party for private settlement but third party did not get back to her. We had advised her that it is not a good case to

defence as she was not able to confirm how the accident happened which means she was not focusing on driving. In addition, she proposed private settlement to third party on this matter. Our insured is not happy that third party submitted claim but she will let EQ to handle and she is aware that NCD will be affected.

Both parties had no video footage on this matter. Based on BOLA guideline, it is likely that the car behind collided into the front vehicle in such a situation.

In view of this, we would like to propose DS as per BOLA S27.

Kindly let us have your comments/instruction. Thanks.

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: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Wednesday, 30 September 2020 9:43 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: Direct Settlement - Accident Involving SKZ1238H (OI : EQI - DM20HO01417-JG) and SLF3259C (TP : LKK REF - CC6/EQI20010261/Kpa3) on 20/09/2020

Dear Hsiao Tong

Attached both accident reports for your attention.

Please assist to check with third party if they have accident video footage (not after accident video footage).

At the same time, check with insured if she rear ended third party or third party reversed.

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 -reac

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Best Regards,

Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited

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

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From: Joel Goh

Sent: Tuesday, September 29, 2020 10:38 AM

To: 'Hsiao Tong (LKKAUTO)'

Cc: Admin A

Subject: RE: Direct Settlement - Accident Involving SKZ1238H (OI : EQI - DM20HO01417-JG) and SLF3259C (TP : LKK REF - CC6/EQI20010261/Kpa3) on 20/09/2020

Dear Hsiao Tong

Our insured has not reported this accident.

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 - read more

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 video conference.

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

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Friday, September 25, 2020 5:16 PM

To: Joel Goh

Cc: Admin A

Subject: RE: Direct Settlement - Accident Involving SKZ1238H (OI : EQI - TBA) and SLF3259C (TP : LKK REF - CC6/EQI20010261/Kpa3) on 20/09/2020

Hi Joel,

Kindly assist.

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

Sent: Friday, 25 September 2020 12:48 PM

To: Janice Goh <janice.goh@eqinsurance.com.sg>

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

Subject: Direct Settlement - Accident Involving SKZ1238H (OI : EQI - TBA) and SLF3259C (TP : LKK REF - CC6/EQI20010261/Kpa3) on 20/09/2020

EQI REF: TBA

LKK REF: CC6/EQI20010261/Kpa3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLF 3259C 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
- TP Video Footage

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 Hsiao Tong and she can be contacted at DID: 6742 3197.

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)

