

Hsiao Tong (LKKAuto)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Tuesday, 29 September 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 -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](#)



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 A Member of Citystate

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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)