

Hsiao Tong (LKKAuto)

From: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Wednesday, 30 September 2020 10:12 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving SLJ8170U (OI : EQI - DM20HO01410/SG) AND GBH5319H (TP : LKK REF - CC6/EQI20010395/pa3) on 25/09/2020

Hi Hsiao Tong

Please proceed to reject TP claim.

Thank you.

Announcement

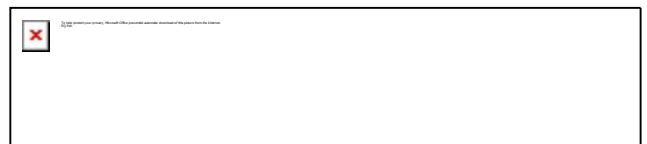
In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement - ready to serve our customers. Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be conducted via video conference.

Regards

Janice Goh
Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Wednesday, September 30, 2020 9:49 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SLJ8170U (OI : EQI - TBA) AND GBH5319H (TP : LKK REF - CC6/EQI20010395/pa3) on 25/09/2020

Hi Janice,

Thank you for your video.

In view of our insured video had showed that third party encroached into our insured's lane and caused the accident, we propose to reject third party claim.

For your approval/instruction please.

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

Sent: Tuesday, 29 September 2020 4:22 PM

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

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

Subject: RE: Direct Settlement - Accident Involving SLJ8170U (OI : EQI - TBA) AND GBH5319H (TP : LKK REF - CC6/EQI20010395/pa3) on 25/09/2020

Hi Mei Kwan

Please find attached OI's report and video footage from OI for your kind attention.

Based on video footage, it shows clearly that GBH5319H encroaching into our insured's lane and collided onto insured's vehicle.

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 -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

Regards

Janice Goh

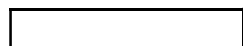
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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, September 28, 2020 7:30 PM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SLJ8170U (OI : EQI - TBA) AND GBH5319H (TP : LKK REF - CC6/EQI20010395/pa3) on 25/09/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s Modern Automotive Pte Ltd – Ubi and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Accident scene photos

Meanwhile, kindly let us have your claim ref and a copy of insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Hsiao Tong.

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 | 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."