

## Jasper Chua (LKK Auto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, 7 October 2020 11:00 AM  
**To:** Jaime Tay  
**Cc:** Jasper Chua (LKK Auto); Admin A  
**Subject:** RE: Direct Settlement - Accident Involving SBN6888T (OI : EQI - DM20HO01428/JT) AND SMP2661R (TP : LKK REF - CC6/EQI20010773/Gba3) on 22/09/2020  
**Attachments:** TP ESTIMATE MARKED.pdf; Preliminary Advice.pdf

Dear Jaime,

The contents of the email are noted. We will submit our survey report once finalised.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

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

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***

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Wednesday, 7 October, 2020 9:10 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SBN6888T (OI : EQI - DM20HO01428/JT) AND SMP2661R (TP : LKK REF - CC6/EQI20010773/ba3) on 22/09/2020

Dear Mei Kwan,

Kindly assist for assignment for survey of vehicle and advise workshop to send in their Letter of Claim directly to EQI.

### 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



**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](http://www.eqinsurance.com.sg)



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** 06 October 2020 19:09

**To:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>

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

**Subject:** Direct Settlement - Accident Involving SBN6888T (OI : EQI - TBA) AND SMP2661R (TP : LKK REF - CC6/EQI20010773/ba3) on 22/09/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s Indeco Engineers Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Estimated cost of repair

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 Jasper.

*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

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."**

## Jasper Chua (LKK Auto)

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**From:** Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Sent:** Monday, 12 October 2020 4:45 PM  
**To:** Mei Kwan (LKKAuto); Tan Cheng Huat  
**Cc:** Lai Bee Yin; Seah Wan Er; Admin A; Kumar Nadarajan; Jasper Chua (LKK Auto)  
**Subject:** RE: SMP2661R - TP Claim against SBN6888T (EQ) DOA 22/09/2020 \*\*\* LKK  
REF: CC6/EQI20010773/ba3 // EQI REF: DM20HO01428/JT

### WITHOUT PREJUDICE

Dear Sirs,

Liability is down on our insured.

Please let us have your letter of claim once available.

### 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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did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190  
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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** 12 October 2020 15:54  
**To:** Tan Cheng Huat <tanch@sg.indeco.cwtlimited.com>; Jaime Tay <jaime.tay@eqinsurance.com.sg>  
**Cc:** Lai Bee Yin <bylai@sg.indeco.cwtlimited.com>; Seah Wan Er <weseah@sg.indeco.cwtlimited.com>; Admin A <admin-a@lkkauto.com>; Kumar Nadarajan <Kumar.Nadarajan@bluesg.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Subject:** RE: SMP2661R - TP Claim against SBN6888T (EQ) DOA 22/09/2020 \*\*\* LKK REF: CC6/EQI20010773/ba3

Dear Mr. Tan,

Thank you for your email.

EQI will follow up this matter.

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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**From:** Tan Cheng Huat <[tanch@sg.indeco.cwtlimited.com](mailto:tanch@sg.indeco.cwtlimited.com)>

**Sent:** Monday, 12 October, 2020 3:26 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Lai Bee Yin <[bylai@sg.indeco.cwtlimited.com](mailto:bylai@sg.indeco.cwtlimited.com)>; Seah Wan Er <[weseah@sg.indeco.cwtlimited.com](mailto:weseah@sg.indeco.cwtlimited.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Kumar Nadarajan <[Kumar.Nadarajan@bluesg.com.sg](mailto:Kumar.Nadarajan@bluesg.com.sg)>

**Subject:** RE: SMP2661R - TP Claim against SBN6888T (EQ) DOA 22/09/2020 \*\*\* LKK REF: CC6/EQI20010773/ba3

Hi Mei Kwan,

Although there was no video and scene photo, our client vehicle was moving straight ahead while you insured vehicle was making U-turn.

Base on BOLA, all vehicles making turn or u-turn across main road must exercise greater caution and are 100% liable.

*Warmest Regards*

**Tan Cheng Huat**  
**Technical Officer**  
**INDECO ENGINEERS PTE LTD**  
(A member of the CWT Group)

DID +65 63822736

Fax +65 63822817

[www.indeco.cwtlimited.com](http://www.indeco.cwtlimited.com)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, 8 October, 2020 8:49 AM

**To:** Tan Cheng Huat <[tanch@sg.indeco.cwtlimited.com](mailto:tanch@sg.indeco.cwtlimited.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Lai Bee Yin <[bylai@sg.indeco.cwtlimited.com](mailto:bylai@sg.indeco.cwtlimited.com)>; Seah Wan Er <[weseah@sg.indeco.cwtlimited.com](mailto:weseah@sg.indeco.cwtlimited.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

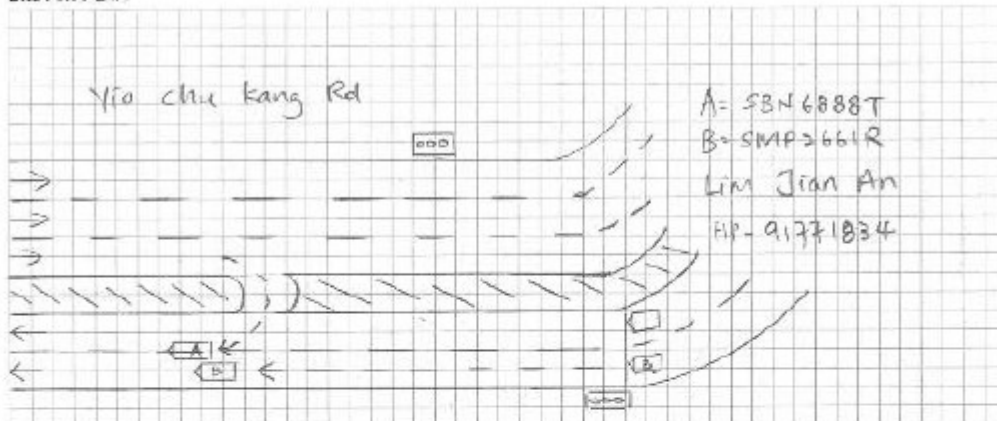
**Subject:** RE: SMP2661R - TP Claim against SBN6888T (EQ) DOA 22/09/2020 \*\*\* LKK REF: CC6/EQI20010773/ba3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

# SKETCH PLAN



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

<p>Exited CTE Yio Chu Kang at 5:30pm. Made a U-turn at the first junction. Third party car was stopped at the traffic light at the opposite road. Knowing that the cars have yet to move; ample time to make a turn, I proceeded. After going 20-50m from a completed U-turn, I was about to take the right lane to enter CTE city expressway. Before I could do so, I was being from the left side by the third party's car (blue c9).</p>
<p>Both party have no injury at that point of time.</p>

**Please provide us the following.**

- evidence i.e. video and scene photo
- PIR result (if any)

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

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

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**From:** Tan Cheng Huat <[tanch@sg.indeco.cwtlimited.com](mailto:tanch@sg.indeco.cwtlimited.com)>

**Sent:** Wednesday, 7 October, 2020 7:03 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Lai Bee Yin <[bylai@sg.indeco.cwtlimited.com](mailto:bylai@sg.indeco.cwtlimited.com)>; Seah Wan Er <[weseah@sg.indeco.cwtlimited.com](mailto:weseah@sg.indeco.cwtlimited.com)>

**Subject:** RE: SMP2661R - TP Claim against SBN6888T (EQ) DOA 22/09/2020 \*\*\* LKK REF: CC6/EQI20010773/ba3

Hi Jasper ,

Our client vehicle SMP2661R had been surveyed by your in-house surveyor Mr Guo Qiang / LKK Auto Consultant on 06/10/2020 .

The surveyed repair estimates is attached.

Please let us know the liability for this case so that we can advise our client accordingly and proceed with the repair.

Thank You

*Warmest Regards*

**Tan Cheng Huat**  
**Technical Officer**  
**INDECO ENGINEERS PTE LTD**  
*(A member of the CWT Group)*

DID +65 63822736

Fax +65 63822817

[www.indeco.cwtlimited.com](http://www.indeco.cwtlimited.com)

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