



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/EQI17022869/Kka3

13 DECEMBER 2017

**ROSET LIMOUSINE SERVICES PTE LTD**

53 UBI AVENUE 1  
#03-47 PAYA UBI INDUSTRIAL PARK  
SINGAPORE 408934  
ATTN: HR / MANAGEMENT

Dear Sir/Madam,

**ACCIDENT INVOLVING SKU 6575C AND SHF 562T ON 29.11.2017**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 25/12/2017, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Zaini

*Case Handler*

DID: 6841 2132

FAX: 6741 4108

Email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)

c.c. **EQ INSURANCE COMPANY LIMITED**  
(Motor Claims Dept)

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Wednesday, 16 September 2020 3:28 PM  
**To:** 'Jaime Tay'  
**Subject:** RE: Your ref: DMCFHQ17-000185 (Our ref: CC3/EQI17022869/Kga3) \*\*\* ACCIDENT INVOLVING SKU 6575C & SHF 562T ON 29/11/2017 \*\*\*  
**Attachments:** LKK SURVEY PHOTO.pdf; 10 DAYS NOTICE TO TP.pdf

Dear Jaime,

We have email 10 days notice to TP on 04/09/2020.

Till date no further response/development from TP.

Thus, we will proceed to submit WP and close the case as survey has been done.

Thanks

**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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** Jaime Tay <[jaime.tay@eqinsurance.com.sg](mailto:jaime.tay@eqinsurance.com.sg)>  
**Sent:** Friday, 24 July 2020 10:03 AM  
**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** RE: Your ref: DMCFHQ17-000185 (Our ref: CC3/EQI17022869/Kga3) \*\*\* ACCIDENT INVOLVING SKU 6575C & SHF 562T ON 29/11/2017 \*\*\*

Dear Cecilia,

Please try to settle at 80% liability.

### 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.

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 4 September 2020 6:06 PM  
**To:** 'Ng Wai Yin'  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Your ref: SHF 562T  
Our Ref: CC3/EQ17022869/Kga3

Dear Sir/Madam,

### **ACCIDENT INVOLVING SHF 562T & SKU 6575C ON 29/11/2017**

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s EQ Insurance Co. Ltd.

Please respond and let us know within 10 days from the date of this e-mail. Otherwise, we shall have no other option but to submit our report to our principal for closure.

*"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."*

*Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."*

**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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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---

**From:** Ng Wai Yin <waiyin.ng@transcab.com.sg>

**Sent:** Friday, 14 August 2020 11:20 AM

**To:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

Okay, I try...

Thank You  
Best Regards,  
**Ng Wai Yin**  
Finance Department  
TEL: 6603 1265 Ext.308

**\*\*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)**

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

---

**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]  
**Sent:** Friday, 14 August, 2020 11:08 AM  
**To:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

Hi Wai Yin,

Need follow up chase chase your mgmt for the approval.

Cos final reminder out liao. I worried later principal will call us close the case with no development.

=(

**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.**

Best Regards,  
Cecilia Chong | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108  
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**From:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Sent:** Friday, 14 August 2020 9:23 AM

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

Hi Cecilia

This one I waiting approval ya, let u know when approve.

Thank You  
Best Regards,  
**Ng Wai Yin**  
Finance Department  
TEL: 6603 1265 Ext.308

**\*\*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)**

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

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**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]  
**Sent:** Thursday, 13 August, 2020 9:12 PM  
**To:** 'Ng Wai Yin' <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Cc:** 'Jasmine Tan' <[jasminetan@transcab.com.sg](mailto:jasminetan@transcab.com.sg)>; 'claims' <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

## **FINAL REMINDER**

WITHOUT PREJUDICE

Dear Wai Yin,

We have our principal's instruction to settle based on 80%.

Thus, we are pleased to offer G/S \$2500.00 (ALL-IN).

Kindly confirm acceptance.

Thanks

**"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.**

**Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."**

**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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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**From:** Cecilia Chong (LKK Auto)

**Sent:** Wednesday, 5 August 2020 5:30 PM

**To:** 'Ng Wai Yin' <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** 'Jasmine Tan' <[jasminetan@transcab.com.sg](mailto:jasminetan@transcab.com.sg)>; 'claims' <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

### **3RD REMINDER**

WITHOUT PREJUDICE

Dear Wai Yin,

We have our principal's instruction to settle based on 80%.

Thus, we are pleased to offer G/S \$2500.00 (ALL-IN).

Kindly confirm acceptance.

Thanks

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

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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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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**From:** Cecilia Chong (LKK Auto)

**Sent:** Tuesday, 28 July 2020 10:15 AM

**To:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** 'Jasmine Tan' <[jasminetan@transcab.com.sg](mailto:jasminetan@transcab.com.sg)>; 'claims' <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>

**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

**2<sup>ND</sup> REMINDER**

WITHOUT PREJUDICE

Dear Wai Yin,

We have our principal's instruction to settle based on 80%.

Thus, we are pleased to offer G/S \$2500.00 (ALL-IN).

Kindly confirm acceptance.

Thanks

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

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Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 24 July 2020 11:43 AM  
**To:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Cc:** 'Jasmine Tan' <[jasminetan@transcab.com.sg](mailto:jasminetan@transcab.com.sg)>; 'claims' <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

WITHOUT PREJUDICE

Dear Wai Yin,

We have our principal's instruction to settle based on 80%.

Thus, we are pleased to offer G/S \$2500.00 (ALL-IN).

Kindly confirm acceptance.

Thanks

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

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Best Regards,

Cecilia Chong | Case Handler

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**From:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Sent:** Thursday, 23 July 2020 4:49 PM  
**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Cc:** 'Jasmine Tan' <[jasminetan@transcab.com.sg](mailto:jasminetan@transcab.com.sg)>; 'claims' <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** RE: offer; Our Ref: CC3/EQ17022869/Kga3; Your Ref: ADD1711-317

Without prejudice

Dear Cecilia

Enclose is LOD (Comp. Generate) for your action.