

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Friday, 16 August 2019 12:55 PM
To: CARRENTALLEASING@GMAIL.COM
Subject: <STANDARD NOTIFICATION LETTER> (Our Ref: CC4/EQI19003769/Egb3) *** ACCIDENT INVOLVING SJS 3558U & GW 611H ON 25/02/2019 ***

Our Ref: [CC4/EQI19003769/Egb3](#)

16 AUGUST 2019

ISLAND CAR RENTAL & LEASING PTE LTD

Dear Sir/Madam,

ACCIDENT INVOLVING SJS 3558U & GW 611H ON 25/02/2019

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (EQ INSURANCE COMPANY LIMITED) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from [GW 611H](#).

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

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.

Your full co-operation in the handling of the claim is required and kindly submit the following to ceciliachong@lkkauto.com within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Driver's Work Permit
- Employment Letter/ Authorisation letter from your [company](#)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- [Video footage of accident \(if any\)](#)
- [Rental Agreement](#)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

Please call us if you have further queries.

“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.”

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: 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.

Cecilia Chong (LKK Auto)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Thursday, 12 November 2020 3:15 PM
To: Cecilia Chong (LKK Auto)
Subject: RE: YOUR REF: DM19HO00617 (OUR REF: CC6/EQI19003769/Egb3) *** ACCIDENT INVOLVING SJS 3558U & GW 611H ON 25/02/2019 ***

Dear Cecilia

Please do not proceed with DS for this case.
Kindly submit your survey report to us, there is potential policy issue.

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

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

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



A handwritten signature in dark ink, appearing to be 'Joel Goh', is located in the bottom right corner of the email body.

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Cecilia Chong (LKK Auto) [mailto:CeciliaChong@lkkauto.com]
Sent: Thursday, November 12, 2020 3:08 PM
To: Joel Goh
Subject: RE: YOUR REF: DM19HO00617 (OUR REF: CC6/EQI19003769/Egb3) *** ACCIDENT INVOLVING SJS 3558U & GW 611H ON 25/02/2019 ***

Dear Joel,

We refer to the above matter.

Is there any update on this matter if we could proceed DS.

Thanks

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Thursday, 12 November 2020 4:45 PM
To: 'gjh-wjh@hotmail.com'
Subject: RE: YOUR REF: GW 611H (OUR REF: CC6/EQI19003769/Egb3) *** ACCIDENT INVOLVING SJS 3558U & GW 611H ON 25/02/2019 ***

WITHOUT PREJUDICE

Dear Hui,

Our principal inform that OI having high potential of policy issue.

In view of above, we will proceed to close the matter at our end.

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."

"Please note EQ Insurance reserves all rights to seek recovery if the Insured and/or Authorized Driver is later found to be in breach of policy terms and conditions."

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: 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.

From: Cecilia Chong (LKK Auto)
Sent: Friday, 28 February 2020 4:53 PM
To: gjh-wjh@hotmail.com
Subject: RE: YOUR REF: GW 611H (OUR REF: CC6/EQI19003769/Egb3) *** ACCIDENT INVOLVING SJS 3558U & GW 611H ON 25/02/2019 ***

WITHOUT PREJUDICE