

Cecilia Chong (LKK Auto)

From: Steve Lim <steve.lim@eqinsurance.com.sg>
Sent: Thursday, 17 June 2021 12:41 PM
To: Cecilia Chong (LKK Auto)
Cc: Hsiao Tong (LKKAuto); Melody Teoh
Subject: RE: Direct Settlement - Accident Involving SGU2846U (OI : EQI - DM20HO00026/SG) AND SKB1032K (TP : LKK REF - CC6/EQI19022611/Aga3) on 17/12/2019

Hi Cecelia,

We are repudiating liability due to unauthorized driver and non-cooperation by the said driver.

You may submit your survey bill

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.

Regards,

Steve Lim
Assistant Manager | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9885 | tel 65 6223 9433 ext 885 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Cecilia Chong (LKK Auto) [mailto:CeciliaChong@lkkauto.com]
Sent: Thursday, 10 June 2021 7:19 PM
To: Steve Lim <steve.lim@eqinsurance.com.sg>; Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: EQI PRS <EQIPRS@eqinsurance.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>; Jaime Tay <jaime.tay@eqinsurance.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SGU2846U (OI : EQI - DM20HO00026/SG) AND SKB1032K (TP : LKK REF - CC6/EQI19022611/Aga3) on 17/12/2019

Dear Steve,

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Thursday, 17 June 2021 1:55 PM
To: 'Hua Meng'
Subject: RE: EQ INSURED: SGU2846U OUR REF: SKB1032K D.O.A: 17.12.2019

WITHOUT PREJUDICE

Dear Jing Yee,

Our principal has revert that this claim is repudiated due to unauthorized driver and non-cooperation by the said driver.

In view of above, we will close this case 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."

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 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: Thursday, 17 June 2021 11:32 AM
To: Hua Meng <huameng@live.com.sg>
Subject: RE: EQ INSURED: SGU2846U OUR REF: SKB1032K D.O.A: 17.12.2019

WITHOUT PREJUDICE

Dear Jing Yee,

We have follow up with EQI, however, we are still pending for them to reply us on the update too.

Will revert back to you once they reply to us.