

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, 3 August 2020 3:42 PM  
**To:** 'Simon Tee'  
**Subject:** <STANDARD LETTER> OUR REF: CC3/EQI20007342/Qga3 \*\*\* ACCIDENT INVOLVING SJN 7337R & SHB 1722M ON 08/07/2020 \*\*\*

Our Ref: CC3/EQI20007342/Qga3

03 AUGUST 2020

**TEE CHIN HOCK**

Dear Sir/Madam,

### **ACCIDENT INVOLVING SJN 7337R & SHB 1722M ON 08/07/2020**

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 SHB 1722M.

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.

Please call us if you have further queries.

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

*"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."*

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## Cecilia Chong (LKK Auto)

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**From:** Janice Goh <janice.goh@eqinsurance.com.sg>  
**Sent:** Thursday, 13 August 2020 12:29 PM  
**To:** Cecilia Chong (LKK Auto)  
**Subject:** RE: YOUR REF: DM20HO01035 - SJN 7337R - OUR REF: CC3/EQI20007342/Qga3 \*\*\*  
ACCIDENT INVOLVING SJN 7337R & SHB 1722M ON 08/07/2020 \*\*\*

Hi Cecilia

Our insured has undertaking for this case.

Please advise TP workshop to submit their claim to our insured directly.

Kindly inform SMRT Taxis to write to my office address below:

**Attention: Mr. Simon Tee**

50 Tuas Avenue 11#02-22

Singapore 639107

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 -reachabl

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

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



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**From:** Janice Goh

**Sent:** Thursday, August 13, 2020 12:17 PM

**To:** 'Cecilia Chong (LKK Auto)' <CeciliaChong@lkkauto.com>

**Subject:** RE: YOUR REF: SJN 7337R - OUR REF: CC3/EQI20007342/Qga3 \*\*\* ACCIDENT INVOLVING SJN 7337R & SHB 1722M ON 08/07/2020 \*\*\*

Hi Cecilia

Please submit your report WP.

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 -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 conducted

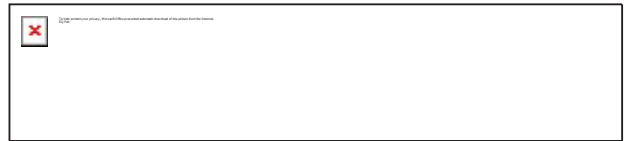
#### Regards

**Janice Goh**  
Executive | Claims



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5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
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**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]

**Sent:** Thursday, August 13, 2020 12:00 PM

**To:** Janice Goh <[janice.goh@eqinsurance.com.sg](mailto:janice.goh@eqinsurance.com.sg)>

**Subject:** YOUR REF: SJN 7337R - OUR REF: CC3/EQI20007342/Qga3 \*\*\* ACCIDENT INVOLVING SJN 7337R & SHB 1722M ON 08/07/2020 \*\*\*

Hi Janice,

OI strongly dispute on the amount.

Kindly refer to attached for the conversation between myself and OI in whatsapp.

And thereafter he called me and mention that he will write in to EQI to inform bout the handling the matter personally himself .

Kindly advice if we may proceed to submit WP.

Thanks

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 13 August 2020 3:29 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** YOUR REF: SHB 1722M (OUR REF: CC3/EQI20007342/Qga3) \*\*\* ACCIDENT INVOLVING SJN 7337R & SHB 1722M ON 08/07/2020 \*\*\*

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the above matter

Our insured has undertaking for this case.

Please submit your claim to our insured directly.

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

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



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