

## Veron Chen (LKKAuto)

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**From:** Rasul (LKKAuto)  
**Sent:** Thursday, 18 February 2021 3:24 PM  
**To:** SUR; CS A Team  
**Subject:** FW: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B  
**Attachments:** INITIAL SURVEY.pdf

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**From:** Valenzuela Crizbert Chua  
**Sent:** Thursday, 18 February 2021 3:23:47 PM (UTC+08:00) Kuala Lumpur, Singapore  
**To:** SUR; Rasul (LKKAuto)  
**Cc:** Pauline Neo May Fong; Andrew Teo (Ital Auto); Joel Goh; Admin-D (LKKAuto)  
**Subject:** 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B

Hi Claims Officer Incharge/Veron,

Kindly please refer to attached Rasul/Surveyor's approved Quotation. Please liaised with the respective officer from EQ Insurance and please let us know as soon as the liability

Is cleared and if we can proceed with a Direct Settlement for the repair of the damages accidentally done by the EQ Insured SMM9992E when he reversed into our customer SMR5408B.

Please be informed that our customer will demand the LOSS OF USE to start from the day car was sent to Ital Auto which was since February 9, 2021 including Weekends and Holidays.

Note that the **owner of SMM9992E has already admitted liability** which can be referred from the Accident Report Rasul requested.

Should you need any more details or documents please let us know and we hope to get a response from you as soon as possible.

Thank you

**Crizbert Chua Valenzuela**  
Service Advisor



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