

## Veron Chen (LKKAuto)

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Thursday, 18 February 2021 4:52 PM  
**To:** 'Valenzuela Crizbert Chua'; SUR; Rasul (LKKAuto)  
**Cc:** Pauline Neo May Fong; Andrew Teo (Ital Auto); Admin-D (LKKAuto)  
**Subject:** RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

**Without Prejudice**  
**Save As To Cost**

Dear Valenzuela

We welcome direct settlement.  
Kindly forward your LOD to us directly.

### 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 -readiness.  
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 via Zoom.

Best Regards,  
Joel Goh

Senior Executive | Claims



**EQ Insurance Company Limited**

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**From:** Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>  
**Sent:** Thursday, 18 February 2021 3:24 PM  
**To:** SUR <sur@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>  
**Cc:** Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**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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