

EzLyna (LKKAUTO)

From: EzLyna (LKKAUTO)
Sent: Wednesday, 21 June 2023 9:35 AM
To: ongzy@800super.com.sg; Mei Kwan (LKKAUTO)
Cc: Admin A
Subject: RE: 1st reminder / ACCIDENT INVOLVING XE4410M & SHF378J ON 11/05/2023 13:45 ALONG/AT TAMPINES AVE 2 TOWARDS TAMPINES AVE 7

1st Reminder !

M/S SUPER WASTE MANAGEMENT PTE LTD

Dear Sir/Madam,

OUR REF : CC4/AIS23004893/Kya3

YOUR REF : XE 4410M

ACCIDENT INVOLVING XE4410M & SHF378J ON 11/05/2023 13:45 ALONG/AT TAMPINES AVE 2 TOWARDS TAMPINES AVE 7

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, Allianz Insurance Singapore Pte Ltd to deal with the third party claim against your policy.

We refer to our email of 14th May 2023 requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of Allianz Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Allianz Workshops conveniently located throughout Singapore. **Please report the accident within the next 07 days, i.e by 29th June 2023.**

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

We are under strict obligations to inform the **Traffic Police** of the non-reporting if we do not hear from you. The Traffic Police may thereafter contact you and or the driver to attend at their office to make a statement or they may commence investigations into the matter.

We hope this would not be necessary and it would only further inconvenience you as well as the driver. We look forward to hearing from you soon.

Moreover, the owner of **SHF378J** has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by 29th June 2023, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

Thank you.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

From: ongzy@800super.com.sg <ongzy@800super.com.sg>
Sent: Monday, May 15, 2023 8:45 AM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING XE4410M & SHF378J ON 11/05/2023 13:45 ALONG/AT TAMPINES AVE 2 TOWARDS TAMPINES AVE 7

Dear Ezlyna Eng,

Thank you for your email.

We have referred your enquiries to the relevant department for their follow up. Should you have further clarifications, please contact our hotline at 6366 3800.

Ong Zhi Yun (Ms)
Customer Relations Assistant

800 Super Waste Management Pte Ltd
17A Senoko Way Singapore 758056

Tel: (65) 6366 3800 Ext.8891 | Fax: (65) 6365 3800
www.800super.com.sg

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Sunday, May 14, 2023 1:27 PM
To: enquiries@800super.com.sg
Cc: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: ACCIDENT INVOLVING XE4410M & SHF378J ON 11/05/2023 13:45 ALONG/AT TAMPINES AVE 2 TOWARDS TAMPINES AVE 7

ATTN : 800 SUPER WASTE MANAGEMENT PTE LTD

Dear Sir,

OUR REF : CC4/AIS23004893/Kya3
YOUR REF : XE 4410M
ACCIDENT INVOLVING XE4410M & SHF378J ON 11/05/2023 13:45 ALONG/AT TAMPINES AVE 2 TOWARDS TAMPINES AVE 7

We write to inform you that we are the appointed loss adjuster by your motor insurer, Allianz Insurance Singapore Pte. Ltd. to deal with the third-party claim against your motor policy.

We have received a third-party claim(s) from **SHF 378J** against your motor insurance policy.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the

accident to Allianz. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of Allianz Authorised Workshops or reporting centres (subject to your policy). For the list of Allianz Authorised Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder or visit <https://www.allianz.sg>.

Your full co-operation in the handling of the claim is required and kindly submit the following to Ezlyna@lkkauto.com within 7 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)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Copy of the letter of authorization
- Video footage of accident (if any)
- 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.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to customerservice@allianz.com.sg.

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven **(7) days** from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

If you need any clarification, please do not hesitate to contact as at 6841 6051 or Ezlyna@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,
Ezlyna Eng

CC : ALLIANZ INSURANCE SINGAPORE PTE LTD
Motor Claim Department

