

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, September 9, 2025 3:18 PM
To: 'Jackson Ho'
Subject: RE: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs/Mdm,

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$889.49(all in)** in full and final settlement of all claims your client has or may have against Allianz Insurance Singapore and/or their insured arising out of this incident.

If the above offer is accepted, kindly confirm settlement by providing a copy of your **Bank details** for us to process payment.

Please note that your client's receipt of the settlement sum or settlement sums shall constitute a full discharge of liability and waiver of any past, present or future claims your client may have against Allianz Insurance Singapore and/or our insured as a result of the accident on **07 AUG 2022**.

Please note that the clearance of this cheque / settlement sum or receipt of the successful electronic payment or payments constitutes your client's acceptance of payment and full discharge of liability.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jackson Ho <jackson@mycarholdings.asia>
Sent: Thursday, September 4, 2025 10:41 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Hsiao Tong,

We are agreeable on your offer proposal.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219

W: Mycar.sg | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

On Thu, 4 Sept 2025 at 10:08, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Jackson,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 642.00
2. Loss of Use (3days x \$80.00)	\$ 240.00
3. LTA/GIA Search Fee	\$ 7.49
Total	\$ 889.49

Please confirm acceptance.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Jackson Ho <jackson@mycarholdings.asia>

Sent: Tuesday, August 26, 2025 2:26 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Hsiao Tong,

Please find the attached documents via link below.

<https://www.dropbox.com/t/VtvV6ZqshVtZK2Gb>

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219

W: MyCar.sg | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

On Tue, 26 Aug 2025 at 14:19, Jackson Ho <jackson@mycarholdings.asia> wrote:

WITHOUT PREJUDICE

Dear Hsiao Tong,

Please find the attached documents requested.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219

W: Mycar.sg | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

On Tue, 26 Aug 2025 at 13:36, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

WITHOUT PREJUDICE

Dear Jackson,

Further to our below email.

Please share/provide a copy of your client's video footage. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, August 26, 2025 1:33 PM

To: Jackson Ho <jackson@mycarholdings.asia>

Subject: RE: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Jackson,

Please provide after repair photos. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

From: Jackson Ho <jackson@mycarholdings.asia>

Sent: Tuesday, August 26, 2025 10:40 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Hsiao Tong,

Please let us have your offer soonest.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219

W: Mycar.sg | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

On Thu, 31 Jul 2025 at 15:28, Jackson Ho <jackson@mycarholdings.asia> wrote:

WITHOUT PREJUDICE

Dear Hsiao Tong,

Please find the attached your insured report as requested.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219
W: Mycar.sg | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Fri, 17 Jan 2025 at 15:21, Jackson Ho <jackson@mycarholdings.asia> wrote:

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to our conversation

Please find the attached GIA report as requested.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219
W: Mycar.sg | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Mon, 25 Nov 2024 at 12:39, Jackson Ho <jackson@mycarholdings.asia> wrote:

Dear Hsiao Tong,

Final report submitted to AIS ?

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219
W: Mycar.sg | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Fri, 15 Nov 2024 at 13:35, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Jackson,

We are still pending surveyor comments on this matter.

Dear Rasul,

|

Please assist on urgent basis. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Jackson Ho <jackson@mycarholdings.asia>

Sent: Friday, 15 November 2024 10:40 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: Re: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

Dear Hsiao Tong,

Has the surveyor report been raised to Allianz Insurance ?

Best regards,

Jackson Ho

Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219

W: Mycar.sg | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)
UEN Number : 201605878Z

On Fri, 8 Nov 2024 at 15:46, Jackson Ho <jackson@mycarholdings.asia> wrote:

Dear Hsiao Tong,

We refer to tele-conversation this morning

FYI.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219
W: Mycar.sg | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Fri, 8 Nov 2024 at 10:40, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Jackson,

Please see attached email.

You may check it at your end.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Jackson Ho <jackson@mycarholdings.asia>

Sent: Friday, 8 November 2024 10:23 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Hsiao Tong,

We refer to your email above

Please find the attached marked estimate which conduct survey by Rasul.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 9856 2596 | F: 6925 5219
W: Mycar.sg | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Fri, 1 Nov 2024 at 09:55, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Jackson,

Please be informed that this case was surveyed and finalised by Automobile Inspection Services Pte Ltd instead of LKK.

Please check with Automobile Inspection Services Pte Ltd.

We will close this case at our end. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Jackson Ho <jackson@mycarholdings.asia>

Sent: Monday, 23 September 2024 4:41 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Fwd: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

Dear Hsiao Tong,

Please refer to Jeannie's email and expedite urgently.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8344 7681 | F: 6925 5219

W: Mycar.sg | E : jackson@mycarholdings.asia

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

----- Forwarded message -----

From: **Cheng, Jeannie (Allianz Insurance Singapore)** <jeannie.cheng@allianz.sg>

Date: Mon, 23 Sept 2024 at 15:51

Subject: RE: Re: SPAM-LOW: RE: AIS REF: OWAISCL2022-0000164 (SND7637E) - YOUR REF: SNG665D - DOA: 7/8/2022

To: assignments <assignments@lkkauto.com>, Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Jackson Ho <jackson@mycarholdings.asia>

Internal

Dear LKK,

May I have the survey report for this case?

Repairer informed that vehicle was surveyed by Rasul on 08/09/2022.

Thank you.

Best Regards

Jeannie Cheng

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01, Singapore 068897

www.allianz.sg



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From: Jackson Ho <jackson@mycarholdings.asia>

Sent: Monday, September 9, 2024 3:54 PM

To: Cheng, Jeannie (Allianz Insurance Singapore) <jeannie.cheng@allianz.sg>

Subject: [EXT] Re: SPAM-LOW: RE: AIS REF: TBC/KC -SND7637E - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Jeannie,

REMINDER

Refer to our Letter of Demand dated **13 Apr 2023**

Please revert our client's claim.

Best regards,

Jackson Ho
Claims Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8344 7681 | F: 6925 5219
W: Mycar.sg | E : jackson@mycarholdings.asia
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

On Mon, 15 Jan 2024 at 16:58, Cheng, Jeannie (Allianz Insurance Singapore) <jeannie.cheng@allianz.sg> wrote:

Internal

Dear Jackson,

Noted with thanks.

Best Regards

Jeannie Cheng

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01, Singapore 068897

www.allianz.sg



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P Please consider the environment before printing this e-mail.

From: Jackson <admin@mycar.sg>

Sent: Monday, January 15, 2024 4:04 PM

To: Cheng, Jeannie (Allianz Insurance Singapore) <jeannie.cheng@allianz.sg>

Subject: [EXT] AIS REF: TBC/KC -SND7637E - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Jeannie,

Yes. Vehicle has been surveyed by Rasul Lkk on 08-09-22

Best regards,

Jackson Ho
Claim Handler | Motor Claims Department

My Car Consultant Pte Ltd

M: 8344 7681 | F: 6925 5219
W: Mycar.sg | E : admin@mycar.sg
60 Jalan Lam Huat , Carros Centre 05-21
S (737869)
UEN Number : 201605878Z

From: "Cheng, Jeannie (Allianz Insurance Singapore)" <jeannie.cheng@allianz.sg>
Sent: 1/15/24 3:55 PM
To: "admin@mycar.sg" <admin@mycar.sg>
Subject: SPAM-LOW: RE: AIS REF: TBC/KC -SND7637E - YOUR REF: SNG665D - DOA: 7/8/2022

Internal

Dear Jackson,

May I know if we have arranged for our surveyor to assess the vehicle?

Thank you.

Best Regards

Jeannie Cheng

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01, Singapore 068897

www.allianz.sg



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P Please consider the environment before printing this e-mail.

From: Jackson <admin@mycar.sg>

Sent: Friday, January 5, 2024 11:11 AM

To: Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>

Cc: Chan, Kian Chuan (Allianz Insurance Singapore) <kianchuan.chan@allianz.sg>

Subject: [EXT] AIS REF: TBC/KC -SND7637E - YOUR REF: SNG665D - DOA: 7/8/2022

WITHOUT PREJUDICE

Dear Sirs

Any updates on the offer ?

Best regards,

Jackson Ho

Claim Handler | Motor Claims Department

My Car Consultant Pte Ltd

M: 8344 7681 | F: 6925 5219

W: [Mycar.sg](http://mycar.sg) | E : admin@mycar.sg

60 Jalan Lam Huat , Carros Centre 05-21

S (737869)

UEN Number : 201605878Z

From: "Claims Banca (Allianz Insurance Singapore)" <claims@allianz.com.sg>

Sent: 11/5/22 5:57 PM

To: "admin@mycar.sg" <admin@mycar.sg>

Cc: "Chan, Kian Chuan (Allianz Insurance Singapore)" <kianchuan.chan@allianz.sg>

Subject: AIS REF: TBC/KC -SND7637E - YOUR REF: SNG665D - DOA: 7/8/2022

Internal

"Without Prejudice"

Dear Sir/Madam

Your Claim Ref: SNG665D

Our Claim Ref: TBC/KC - SND7637E

We acknowledge receipt of your Letter of Demand dated 4 November 2022 received via email 4 November 2022.

Our claims specialist, [Mr.KC](#) is in the midst of reviewing your claim matter and will keep you informed once there is any update.

Should you require any clarification or assistance, please do not hesitate to contact our Claims Department at claims@allianz.com.sg

Thank you.

Regards

Janice Koh

On behalf of Mr KC

Claims Specialist

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01, Singapore 068897

www.allianz.sg



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Please consider the environment before printing this e-mail.

From: Jeremy Yeo <admin@mycar.sg>

Sent: 4 November, 2022 04:15 PM

To: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>

Subject: [EXT] OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

WITHOUT PREJUDICE

Dear Sirs,

Please refer to LOD and all supporting documents to assist in the closure of the case swiftly.

Best Regards,
Jackson

+65 8344 7681

My Car Consultant Pte Ltd

W: Mycar.sg | E: Admin@mycar.sg

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

From: "Claims Banca (Allianz Insurance Singapore)" <claims@allianz.com.sg>

Sent: 8/29/22 2:40 PM

To: "admin@mycar.sg" <admin@mycar.sg>

Subject: RE: RE: FW: RE: FW: OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

Internal

Dear Hui Qin

We have checked apparently the subject vehicle is not under Allianz.

Shanti.R

Claims Service

Claims & Performance Management

Allianz Insurance Singapore Pte.Ltd. | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897

Phone: +65 63958973 | www.allianz.sg



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copy, use or disclose the contents of this communication to others and notify the sender immediately. Then please delete the e-mail and any copies of it. Thank you.

Please consider the environment before printing this e-mail.

From: Huiqin Tan <admin@mycar.sg>

Sent: Saturday, August 27, 2022 11:09 AM

To: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>

Subject: [EXT] RE: FW: RE: FW: OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

Dear Shanti,

Please update us urgently on the survey matters, client is urging that it'll incur more on his LOU claim.

Thank you.

Best Regards,

Huiqin

General Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8866 8832 | F: 6925 5219

W: Mycar.sg | E: Admin@mycar.sg

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

From: "Claims Banca (Allianz Insurance Singapore)" <claims@allianz.com.sg>

Sent: 8/25/22 4:52 PM

To: "admin@mycar.sg" <admin@mycar.sg>

Subject: FW: RE: FW: OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

Internal

Dear HuiQin

We are in the midst of checking on veh no : SND7637E with relevant dept

Thank you for your understanding

Best regards,

Shanti.R

Claims Service

Claims & Performance Management

Allianz Insurance Singapore [Pte.Ltd.](#) | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897

Phone: +65 63958973 | www.allianz.sg



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Please consider the environment before printing this e-mail.

From: Huiqin Tan <admin@mycar.sg>

Sent: Thursday, August 25, 2022 11:51 AM

To: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>

Subject: [EXT] RE: FW: OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

Dear Sirs,

Please see attached.

Best Regards,

Huiqin

General Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8866 8832 | F: 6925 5219

W: Mycar.sg | E: Admin@mycar.sg

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

From: "Claims Banca (Allianz Insurance Singapore)" <claims@allianz.com.sg>

Sent: 8/22/22 9:49 PM

To: "admin@mycar.sg" <admin@mycar.sg>

Subject: FW: OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

Internal

Dear Sir/ Madam,

Kindly provide us the LTA Search results

Thank you.

Should you require any clarification or assistance, please do not hesitate to contact our Claims Department at claims@allianz.com.sg

Best regards,

Shanti. R

Claims Service

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 | Singapore 068897
Phone: +65 6395 3836 | www.allianz.sg



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Thank you.

Please consider the environment before printing this e-mail.

From: Huiqin Tan <admin@mycar.sg>
Sent: Monday, August 22, 2022 1:13 PM
To: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>
Subject: [EXT] OUR REF: SNG665D YOUR REF: SND7637E PRE REPAIR INSPECTION FOR SNG665D

WITHOUT PREJUDICE

* *Survey location: 60 Jalan Lam Huat, Carros Centre #05-68

OUR REF: SNG665D

YOUR REF: SND7637E

Dear Sir/Madam,

PRE-REPAIR INSPECTION FOR SNG665D

ACCIDENT INVOLVING SNG665D AND SND7637E

We refer to the above matter and enclosed herewith our client's GIA report and Notification of Pre-repair inspection for your attention

Best Regards,

Huiqin

General Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8866 8832 | F: 6925 5219

W: Mycar.sg | E: Admin@mycar.sg

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z