

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	24 Sep 2024 21:54	Clm Dtl Modified	Claimant's Name: -> QI LIN. Claimant's ID: -> SXXXX054F.	[A] HOW MEI KWAN
2	24 Sep 2024 21:54	Clm Veh Model Changed	(205032) TOYOTA VELLFIRE 2.5 Z G-EDITION CVT (A).	[A] HOW MEI KWAN
3	24 Sep 2024 21:54	Clm Created	Reg No: SLC3714X. Acct Date: 2024/09/18. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). Workshop: Ding Au to Pte Ltd (HQ)	[A] HOW MEI KWAN
4	24 Sep 2024 21:54	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	24 Sep 2024 21:54	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/10/03	[A] HOW MEI KWAN
6	24 Sep 2024 21:54	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	24 Sep 2024 21:54	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	24 Sep 2024 21:54	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] HOW MEI KWAN
9	25 Sep 2024 11:52	Clm Dtl Modified	Insured Name: -> DKJ TRANSPORT SERVICE. Insured ID: -> 39711900C.	[A] HOW MEI KWAN
10	25 Sep 2024 13:58	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2024/10/03	[A] HOW MEI KWAN
11	26 Sep 2024 16:02	Adj Mandate Request	Cur.Reg:0.00:PODS LIABILITY: 50/50. ACCIDENT HAPPENED AT MERGING LANE.	[A] CHEW HSIAO TONG
12	30 Sep 2024 10:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/10/03. Mandate Remarks: Liability @ 0%. Insured vehicle travelling in own lane moving straight ahead following the front vehicle. TP claimant encroached into OI's lane.	[I] Edmund Law
13	30 Sep 2024 10:11	Adj Mandate Set	Maintained:Liability @ 0%. Insured vehicle travelling in own lane moving straight ahead following the front vehicle. TP claimant encroached into OI's lane.	[I] Edmund Law
14	20 Dec 2024 16:40	Label Removed	(30653):Direct Settlement.	[A] CHEW HSIAO TONG
15	20 Dec 2024 16:40	Label Added	(30652):WP.	[A] CHEW HSIAO TONG

Date From

Date To

Audit Type

None

Go

ACTIVITY
No record

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
3241948	25 Sep 2024 09:09:37	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SLC3714X	PC6088C	12.00
3242273	25 Sep 2024 13:58:46	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLC3714X	PC6088C	12.00
3243750	27 Sep 2024 13:41:36	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLC3714X	Edmund Law	xx.xx



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 1 October 2024 3:31 PM  
**To:** reporting@dingauto.sg  
**Cc:** 'Kenneth Ding'; 'Lynn Yap (Ding Auto)'; 'Celine Chua (Ding Auto - Sin Ming Branch)'; 'Jun Kai (Ding Auto - Carros Branch)'; 'Marcus Lee (Ding Auto - Sin Ming Branch)'; 'Joyce (Ding Auto - Carros Branch)'; 'Alex Loh (Ding Auto Sin Ming Branch)'; Admin A  
**Subject:** RE: [EXTERNAL] - Re: TP CLAIM: ACCIDENT INVOLVING SLC3714X & PC6088C ON 18/09/2024 - CHECK LIABILITY \*\*\* LKK REF: CD/III24090437/XPA3

WITHOUT PREJUDICE

Dear Sirs/mdm,

We have reviewed and we regret to inform you that we are unable to look into your client's claim. Based on your client's video footage, it shows that our insured vehicle was travelling in own lane moving straight ahead following the front vehicle. Your client had encroached into our insured's lane and resulted the accident.

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](mailto:chewht@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, 26 September 2024 3:00 PM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** 'Kenneth Ding' <kenneth.ding@dingauto.sg>; 'Lynn Yap (Ding Auto)' <Claims@dingauto.sg>; 'Allen (Ding Auto - Sin Ming Branch)' <reporting@dingauto.sg>; 'Celine Chua (Ding Auto - Sin Ming Branch)' <accounts@dingauto.sg>; 'Jun Kai (Ding Auto - Carros Branch)' <carros.workshop@dingauto.sg>; 'Marcus Lee (Ding Auto - Sin Ming Branch)' <workshop@dingauto.sg>; 'Joyce (Ding Auto - Carros Branch)' <admin.carros@dingauto.sg>; 'Alex Loh (Ding Auto Sin Ming Branch)' <smclaims@dingauto.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [EXTERNAL] - Re: TP CLAIM: ACCIDENT INVOLVING SLC3714X & PC6088C ON 18/09/2024 - CHECK LIABILITY \*\*\* LKK REF: CD/III24090437/XPA3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

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

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**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Thursday, 26 September 2024 10:17 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'Kenneth Ding' <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; 'Lynn Yap (Ding Auto)' <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; 'Allen (Ding Auto - Sin Ming Branch)' <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)>; 'Celine Chua (Ding Auto - Sin Ming Branch)' <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>; 'Jun Kai (Ding Auto - Carros Branch)' <[carros.workshop@dingauto.sg](mailto:carros.workshop@dingauto.sg)>; 'Marcus Lee (Ding Auto - Sin Ming Branch)' <[workshop@dingauto.sg](mailto:workshop@dingauto.sg)>; 'Joyce (Ding Auto - Carros Branch)' <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; 'Alex Loh (Ding Auto Sin Ming Branch)' <[smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)>

**Subject:** RE: [EXTERNAL] - Re: TP CLAIM: ACCIDENT INVOLVING SLC3714X & PC6088C ON 18/09/2024 - CHECK LIABILITY

Dear LKK TEAM

Refer below email.

Thanks

*Jacelyn Loh*

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**From:** Allen (Ding Auto - Sin Ming Branch) <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)>

**Sent:** Thursday, 26 September 2024 10:13 am

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; Lynn Yap (Ding Auto) <[Claims@dingauto.sg](mailto:Claims@dingauto.sg)>; Celine Chua (Ding Auto - Sin Ming Branch) <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>; Jun Kai (Ding Auto - Carros Branch) <[carros.workshop@dingauto.sg](mailto:carros.workshop@dingauto.sg)>; Marcus Lee (Ding Auto - Sin Ming Branch) <[workshop@dingauto.sg](mailto:workshop@dingauto.sg)>; Joyce (Ding Auto - Carros Branch) <[admin.carros@dingauto.sg](mailto:admin.carros@dingauto.sg)>; Alex Loh (Ding Auto Sin Ming Branch) <[smclaims@dingauto.sg](mailto:smclaims@dingauto.sg)>

**Subject:** [EXTERNAL] - Re: TP CLAIM: ACCIDENT INVOLVING SLC3714X & PC6088C ON 18/09/2024 - CHECK LIABILITY

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Secured by Check Point

Dear India International Insurance claim officer,

Good day to you.

We would like to check the liability of this case, vehicle had done for survey.

Thnks.

Best Regards,



**Allen**  
Claims Department (Sin Ming Branch)

Mobile +65 9689 0390 Office +65 6452 1208

Web [www.dingauto.sg](http://www.dingauto.sg) Email [reporting@dingauto.sg](mailto:reporting@dingauto.sg)

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Fri, Sep 20, 2024 at 4:49 PM Allen (Ding Auto - Sin Ming Branch) <[reporting@dingauto.sg](mailto:reporting@dingauto.sg)> wrote:

Dear India International Insurance Claim Officers,

Good day to you.

Kindly refer to the attached GIA Report, Third Party Insurer Enquiries, Certificate of Insurance, Accident Photos & Accident Scene Video Footage for your further viewing.

We would like to check the liability for this case.

Kindly revert to us the liability status for this case as soon as possible so that we can advise our client and arrange the vehicle to be in for survey and repair.

\*\*\*Our customer had no injury and we are only Submitting Motor Claims.

Please do not hesitate to contact us for further assistance, thank you.

Best Regards,



**Allen**  
Claims Department (Sin Ming Branch)

Mobile +65 9689 0390 Office +65 6452 1208

Web [www.dingauto.sg](http://www.dingauto.sg) Email [reporting@dingauto.sg](mailto:reporting@dingauto.sg)

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

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