

Shiau Chan (LKKAUTO)

From: Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>
Sent: Wednesday, 19 October 2022 9:26 AM
To: Shiau Chan (LKKAUTO)
Cc: SUR; Bryan Ang (LKKAUTO)
Subject: RE: Supp - OD SURVEY - 2022 22004822/FR-JK-SGG9711

Hi Shiau Chan,

Please proceed with the OD authorization with approved amount of \$41,652.65 inclusive of supplementary.

Thank you
Janice Koh
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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: 17 October, 2022 11:02 AM
To: Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>
Cc: SUR <sur@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: [EXT] RE: Supp - OD SURVEY - 2022 22004822/FR-JK-SGG9711

Dear Janice,

The repair cost \$41,652.65 inclusive of supplementary.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>
Sent: Friday, 14 October 2022 6:03 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Supp - OD SURVEY - 2022 22004822/FR-JK-SGG9711

Hi Shiau Chan,

Can let me know how much you wish to seek for mandate approval in total inclusive of supp item?

Janice Koh

Claims Specialist

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

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 Please consider the environment before printing this e-mail.

From: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>

Sent: 14 October, 2022 03:10 PM

To: Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>

Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: Supp - OD SURVEY - 2022 22004822/FR-JK-SGG9711

Internal

Hi Janice

For your review and approval to LKK.

Thank you.

Regards,



Faiz Rosli

Claims & Performance Management

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 Please consider the environment before printing this e-mail.

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, October 14, 2022 2:38 PM
To: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXT] RE: OD SURVEY - 2022 22004822/FR-SGG9711

Dear Faiz,

Any status as below email?

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, 23 September 2022 10:01 AM
To: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Dear Faiz,

Enclosed herewith 2nd preliminary advice of SGG 9711C.
Kindly approve on supplementary.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>
Sent: Monday, 30 May 2022 6:39 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Internal

Dear Shiau Chan

We hereby authorize repair to this vehicle, **SGG9711C** on Part by Part repair at **\$ 87,414.31**, subject to finalization with **16** days repair duration.

OD Excess: **\$0.00**

We await for your final report upon repair completion.

Thank you.

Regards,



Faiz Rosli

Claims Specialist

Claims & Performance Management

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Please consider the environment before printing this e-mail.

From: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore)

Sent: Thursday, May 26, 2022 6:18 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Internal

Dear Shiau Chan

Thanks for the update. We hope to revert to you soon.

Meanwhile, is there any updates on the NEA weather report?

Thank you.

Regards,



Faiz Rosli

Claims Specialist

Claims & Performance Management

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Please consider the environment before printing this e-mail.

From: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, May 26, 2022 4:33 PM
To: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXT] RE: OD SURVEY - 2022 22004822/FR-SGG9711

Dear Faiz,

Please note that the repairer chase us for authorisation.

Kindly advise.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>
Sent: Wednesday, 25 May 2022 2:42 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Internal

Hi Bryan

Thanks for your views on the matter.

Would you be able to advise roughly as to how long would NEA take to revert?

Thank you.

Regards,



Faiz Rosli

Claims Specialist

Claims & Performance Management

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Please consider the environment before printing this e-mail.

From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Tuesday, May 24, 2022 2:41 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>
Cc: SUR <sur@lkkauto.com>
Subject: [EXT] RE: OD SURVEY - 2022 22004822/FR-SGG9711

Hi Rosli

I have written to NEA to apply for the specific weather report along and/or in the vicinity of the reported incident location. Understand that this will take some time for them to revert. Once we have it, we will let you know again.

Meanwhile, I have reviewed the photos taken by our surveyor and there were signs of oxidation at the electrical sockets located within the interior compartment of the Insured Vehicle, which may have been possibly caused by water contamination.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Monday, 23 May 2022 9:42 am
To: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Dear Faiz Rosli,

Thank you for the email.

We will check on the matter.

Dear Bryan,

Kindly assist as below insurance's email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>
Sent: Friday, 20 May 2022 5:59 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Internal

Dear Shiau Chan

Thanks for the pictures as now we are able to understand where the damages originated from.

In addition, we would like to seek your assistance to apply for the weather report on the date and time of the accident. Kindly advise if you would be able to assist on this matter.

Thank you.

Regards,



Faiz Rosli

Claims Specialist

Claims & Performance Management

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Please consider the environment before printing this e-mail.

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Wednesday, May 18, 2022 10:45 AM

To: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>; SUR

<sur@lkkauto.com>; KKLau <kklau@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: S O Krishnan, Ghandian (Allianz Insurance Singapore) <ghandian.krishnan@allianz.sg>; Chew, Jeffrey (Allianz Insurance Singapore) <jeffrey.chew@allianz.sg>

Subject: [EXT] RE: OD SURVEY - 2022 22004822/FR-SGG9711

Dear Faiz,

As per your requested.

Please find the attached of SGG 9711C photos.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>

Sent: Wednesday, 18 May 2022 10:21 AM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; KKLau <kklau@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: S O Krishnan, Ghandian (Allianz Insurance Singapore) <ghandian.krishnan@allianz.sg>; Chew, Jeffrey (Allianz

Insurance Singapore) <jeffrey.chew@allianz.sg>

Subject: RE: OD SURVEY - 2022 22004822/FR-SGG9711

Internal

Dear Shiau Chan

Kindly let us have photos taken for this survey.

Dear Bryan

We would like to have your views on this case.

1. We noticed that what was indicated in the repair estimate are all parts situated in the Engine Bay of the vehicle. No signs of water seepage damage to the interior on the vehicle.
2. We would also like to have your views on how the water could have got into these parts of the car noting the vehicle in an SUV and that there were no reports of flash floods during the date time of the accident.

Thank you.

Regards,



Faiz Rosli

Claims Specialist

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

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From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Friday, May 13, 2022 11:05 AM

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

Cc: Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>; Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>

Subject: [EXT] RE: OD SURVEY - 2022 22004822FR-SGG9711

Dear Sir/Madam,

Enclosed herewith preliminary advice of SGG 9711C.

Recommendation days of repair: 16 days.

The vehicle repair on part by part basis due to the vehicle used less than 3 year and repairer is agent workshop.

Kindly advise on authorisation and police excess.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 12 May 2022 2:41 PM

To: 'Claims Banca (Allianz Insurance Singapore)' <claims@allianz.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore)' <muhammad-faiz.bin-rosli@allianz.sg>

Subject: RE: OD SURVEY - 2022 22004822FR-SGG9711

Dear Shanti,

Thank you for the assignment.

Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.

Please contact the undersign for survey arrangement.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Thursday, 12 May 2022 2:23 PM

To: admin-d@lkkauto.com

Cc: Go Chee Han <cheehan.go@cyclecarriage.com.sg>; Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore) <muhammad-faiz.bin-rosli@allianz.sg>

Subject: OD SURVEY - 2022 22004822FR-SGG9711

Dear LKK

We are appointing your good office for OD survey at:

Please download the documents from this link below

File: 20220512- OD FNOL.msg

Link: <https://fileexchange.allianz.de/SecureDownload.aspx?id=7097d9b1-a10c-4301-850b-a65e1e66a36f-9c7e24dcd4ff1681>

Size: ~ 1 MByte, Download available until: 5/17/2022

Passwords will be sent in a separate email.

Thank you.

Regards

Shanti

Claims Service

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C
79 Robinson Road #09-01, Singapore 068897
Phone: +65 6395 8963 | www.allianz.sg



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