

Huey Yon (LKKAUTO)

From: Huey Yon (LKKAUTO)
Sent: Thursday, 4 August 2022 2:52 PM
To: Koh, Janice (Allianz Insurance Singapore)
Cc: SUR
Subject: RE: New OD Survey Assignment – SVRAISCL2022-00010/FR-GBL2394M - DOA: 14/05/2022
Attachments: GBL 2394M-LETTER.pdf

Dear Janice,

Apologize for the late reply as case was being handled by our ex-colleague.

The vehicle sustained damage to several structured body parts like the firewall, roof. There it is not recommended for repair as its structured integrity may be affected.

Attached our total loss report.

Best Regards,

Huey Yon | Reports
LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>
Sent: Wednesday, 3 August 2022 2:45 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: New OD Survey Assignment – SVRAISCL2022-00010/FR-GBL2394M - DOA: 14/05/2022
Importance: High

Hi Denise,

We refer to the above matter.

We were informed by Auto Insure they had email you on 22 June 2022 to inform recommend for structural total loss for this vehicle due to the firewall and roof being twisted and beyond repairs.

Please advise why there isn't any update from your firm pertaining to it as it been more almost 2mth since they inform you?

Insured is chasing of this claim status now and we need to answer to the agent.

Please update us ASAP of the latest status.

Janice Koh
Claims Specialist
Claims & Performance Management



Please note: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential and / or privileged information. If you are not the intended recipient, please do not read, 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: Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore)
Sent: 2 June, 2022 05:38 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: New OD Survey Assignment – SVRAISCL2022-00010/FR-GBL2394M - DOA: 14/05/2022

Internal

Hi Denise

Repairs are authorised. Noted this is a 2021 manufactured vehicle and repairs are done on a part by part basis.

OD Excess: \$1,300.00

Thank you.

Regards,



Faiz Rosli
Claims Specialist
Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C
79 Robinson Road #09-01, Singapore 068897
www.allianz.sg



Please note: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential and / or privileged information. If you are not the intended recipient, please do not read, 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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Thursday, June 2, 2022 11:58 AM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Bin Rosli, Muhammad Faiz (Allianz Insurance

Singapore) <muhammad-faiz.bin-rosli@allianz.sg>

Subject: [EXT] RE: New OD Survey Assignment – SVRAISCL2022-00010FR-GBL2394M - DOA: 14/05/2022

Hi,

Any updates on the approval

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto)

Sent: Wednesday, 1 June 2022 5:02 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Claims Banca (Allianz Insurance Singapore)' <claims@allianz.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; 'Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore)' <muhammad-faiz.bin-rosli@allianz.sg>

Subject: RE: New OD Survey Assignment – SVRAISCL2022-00010FR-GBL2394M - DOA: 14/05/2022

Hi,

Any updates on the approval

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Tuesday, 31 May 2022 10:57 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Claims Banca (Allianz Insurance Singapore)' <claims@allianz.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; 'Bin Rosli, Muhammad Faiz (Allianz Insurance Singapore)' <muhammad-faiz.bin-rosli@allianz.sg>

Subject: Re: New OD Survey Assignment – SVRAISCL2022-00010FR-GBL2394M - DOA: 14/05/2022

Dear Sir/Madam,

Enclosed documents for your review

Please let us have your approval

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

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

Sent: Monday, 30 May 2022 10:06 am

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

Subject: RE: New OD Survey Assignment – SVRAISCL2022-00010FR-GBL2394M - DOA: 14/05/2022

Dear Germaine,

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: Friday, 27 May 2022 5:25 PM

To: admin-d@lkkauto.com

Cc: AutoInsure (Claims) <claims01@autoinsure.com.sg>

Subject: New OD Survey Assignment – SVRAISCL2022-00010FR-GBL2394M - DOA: 14/05/2022

Internal

Dear LKK,

We are appointing your good office for OD survey at: **Auto Insure Pte Ltd (Marsiling)**

Please download the documents from this link below

File: GBL2394M[OI].pdf, CI.pdf, 20220527 - FNOL from Auto Insure.msg

Link: <https://fileexchange.allianz.de/SecureDownload.aspx?id=ecfb63b9-3d29-48a0-b2fa-17fa7831eb7f-eb93e87551881c89>

Size: ~ 4 MByte, Download available until: 6/10/2022

Password will be sent in a separate email.

Claim officer in-charge: **Faiz Rosli**

Thank you.

Germaine Leong
Claims Service Team
Claims & Performance Management

Allianz Insurance Singapore Pte.Ltd. | UEN 201903913C
79 Robinson Road #09-01 Singapore 068897
www.allianz.sg



Please note: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential and/or privileged information. If you are not the intended recipient, please do not read, 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.

From: AutoInsure (Claims) <claims01@autoinsure.com.sg>

Sent: Friday, May 27, 2022 3:36 PM

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

Subject: [EXT] OUR REF: M5040 GBL2394M DOA: 14/05/2022 OD CLAIM

WITHOUT PREJUDICE

Dear All,

We attach physical estimates and GIA reports for your attention. Kindly arrange a surveyor to proceed PRI in our workshop.

On a separate note, please let us have your authorized repair confirmation and/or approval for the above OD case in your next reply.

Thank You.

Regards

Marvyn

did: (65) 3157 2624 / 3157 2628

mobile: (65) 8796 1913

e: claims01@autoinsure.com.sg

Auto Insure Pte. Ltd.

201437380M

6 Marsiling Lane S739145

t: (65) 3157 2626

f: (65) 6368 0081

w: www.autoinsure.com.sg

g.e: claims@autoinsure.com.sg

-- Note: The information contained in this email is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail.--

Data Privacy Policy Notice: *Auto Insure Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy. This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf). Please click [here](#) for our Privacy Policy.*