

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 13 October 2022 5:44 PM
To: 'Raymond Ting'
Cc: Lee Mei Lin; Admin A
Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022 *** LKK REF: CC4/AIS22007594/pa3

Without Prejudice

Dear Sirs,

We have reviewed the matter and we are of the view that your client's voice recording is inconclusive. Our insured insisted that your client suddenly cut into his lane and caused the accident. The damages sustain on our insured was on the front right portion while damages on third party vehicle was on rear left portion.

In view of the above, we regret to inform you that we are unable to look into your client's claim.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Raymond Ting <raymond.ting@scauto.com.sg>
Sent: Wednesday, 28 September 2022 3:39 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022 *** LKK REF: CC4/AIS22007594/pa3

Dear Hsiao Tong,

As spoken, kindly refer attach scene photo attach and accident location for your reference.



Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting

Sent: Wednesday, 21 September 2022 8:57 am

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Dear Hsiao Tong,

Any update?

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting

Sent: Thursday, 15 September 2022 11:07 am

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Importance: High

Dear Hsiao Tong,

As spoken yesterday, kindly listen to the conversation between the our client driver boss and the driver SMS3513M.

The driver admit his fault during the accident happen with our client driver and make a different statement that he is not at fault during the accident.

Please look into for this case as the third party driver irresponsible in this situation as unable to prove the incident by video footage.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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

Sent: Wednesday, 14 September 2022 3:14 pm

To: Raymond Ting <raymond.ting@scauto.com.sg>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability in dispute as our driver insisted that your client cut from 2nd lane to 3rd lane and resulted the accident.

Please let us have further evidence for our review.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Tuesday, 13 September 2022 2:33 PM

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022
*** LKK REF: CC4/AIS22007594/pa3

Dear Hsiao Tong,

Any update?

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting

Sent: Monday, 5 September 2022 10:29 am

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Dear Hsiao Tong,

From the video footage we can aware your insured reverse out the vehicle.

Since the video show our client not at fault in this incident, please provide us approval to repair as client want to repair his vehicle asap.

We unable to start repair until we receive your approval from your side.

Hopefully can hear your good news soon.

Thank you

Regards:

Raymond Ting
Claim Executive
D +65 6571 9958
E raymond.ting@scauto.com.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 2 September, 2022 5:15 PM
To: Raymond Ting <raymond.ting@scauto.com.sg>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022
*** LKK REF: CC4/AIS22007594/pa3

Without Prejudice

Dear Raymond,

Apologised for late response.

We are in the midst of engaging / clarifying the matter with our insured.

We will follow up and get back to you asap.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Friday, 2 September 2022 5:03 PM

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Dear Hsiao Tong,

Any update?

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Raymond Ting

Sent: Wednesday, 31 August, 2022 11:26 AM

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Dear Hsiao Tong,

Any update?

Thank you

Regards:

Raymond Ting
Claim Executive
D +65 6571 9958
E raymond.ting@scauto.com.sg

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From: Raymond Ting
Sent: Monday, 22 August, 2022 1:23 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022
*** LKK REF: CC4/AIS22007594/pa3

Dear Ms Chew,

Did the third party owner have any video footage to prove that he not at fault during the accident?

We have receive call conversation record from our insured and third party driver that he admit he at fault during the accident.

Thank you

Regards:

Raymond Ting
Claim Executive
D +65 6571 9958
E raymond.ting@scauto.com.sg

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

Sent: Monday, 22 August, 2022 12:19 PM

To: Raymond Ting <raymond.ting@scauto.com.sg>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

We would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Wednesday, 17 August 2022 3:26 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>;

Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022
*** LKK REF: CC4/AIS22007594/pa3

Dear Mei Kwan,

Any update?

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 15 August, 2022 12:08 PM

To: Raymond Ting <raymond.ting@scauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>; Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>;

Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

*** LKK REF: CC4/AIS22007594/pa3

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 Asher,

Please follow up in the absence of HT.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Monday, 15 August 2022 9:00 AM

To: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>

Subject: RE: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

Importance: High

Dear Shanti,

Kindly assist liability clearance.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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

Sent: Wednesday, 10 August, 2022 12:08 PM

To: admin-a@lkkauto.com; admin-d@lkkauto.com

Cc: Raymond Ting <raymond.ting@scauto.com.sg>

Subject: TP DS CLAIM: ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

Internal

Your ref: PC2707B

Our ref: 2022 22006010FR-SMS3513M

Dear Sirs,

We hereby appoint our direct settlement partners LKK Auto Consultants Pte Ltd to conduct survey.

Kindly engage with them to arrange for survey.

Please download the documents from this link below (For Survey)

File: PC2707B(TP).pdf, SMS3513M(OI).pdf

Link: <https://fileexchange.allianz.de/SecureDownload.aspx?id=97a59a6f-75f9-461e-b687-7dc6a1df5573-06e4965db835ba08>

Size: ~ 2 MByte, Download available until: 8/15/2022

Passwords will be sent in a separate email.

Thank you.

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: Raymond Ting <raymond.ting@scauto.com.sg>

Sent: Monday, August 8, 2022 10:53 AM

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

Cc: Lee Mei Lin <meilin.lee@scauto.com.sg>

Subject: [EXT] ACCIDENT INVOLVING PC2707B AND YOUR INSURED SMS3513M DATED ON 06/8/2022

WITHOUT PREJUDICE

Dear Sir/Mdm

We are writing with regards to the above mentioned accident.

Attached our report for your reference.

We will sent you estimate once available.

Meanwhile, please let us have your appointed surveyor list to arrange for the survey.

Thank you

Regards:

Raymond Ting

Claim Executive

D +65 6571 9958

E raymond.ting@scauto.com.sg

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