


RE: LOD - TP - LKK Ref: CC4/AIS22008268/Eea3, C&C Ref: SMQ4231E, claim TP Allianz SNG8689H, DOA: 24.08.2022

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

Thu 20/10/2022 4:14 PM

To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; **CS A Team** <cs-a@lkkauto.com>

Cc: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; **Admin A** <admin-a@lkkauto.com>

 1 attachments (164 KB)

[Untitled].pdf;

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 CS team,

Kindly assist.

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

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

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Sent: Thursday, 20 October 2022 3:23 PM

To: Admin A <admin-a@lkkauto.com>; admin-d <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>

Subject: LOD - TP - LKK Ref: CC4/AIS22008268/ea3, C&C Ref: SMQ4231E, claim TP Allianz SNG8689H, DOA: 24.08.2022

Dear Sir/Madam,

Attached our repair invoice, GIA search fee, and Authorisation to Act, for your perusal.

Do let us know if you need the original copies to be mail to you.

Our client's claim is as stated below:

COR	\$ 3,706.48
LOR	\$ 180.00 (\$60/day x 3 days)
GIA	\$ 2.00

Total	\$ 3,888.48

Kindly offer for settlement.

Appreciate.

Best Regards,

Loi Ai Ting



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4556 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 **A member of the Jardine Cycle & Carriage Group**

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To:

Cycle & Carriage Kia Pte Ltd
209 Pandan Gardens,
Singapore 609339
Attention: [Motor Claims Department]

Date: 24/08/2022

LETTER OF AUTHORIZATION TO ACT

Dear Sirs,

1. I/We, the undersigned, am the registered owner of vehicle no. SMQ4231E (*vehicle no.*) (the "**Vehicle**").
2. As a result of a motor incident occurring on 24/08/2022 (*date and time of accident*) on/along CAR PARK OF 282A TOH GUAN RD (*location*) between the Vehicle and SNG8689H (*3rd party vehicle(s) number, if any*) (the "**Accident**"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
3. I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
 - (a) to submit, make, settle and/or resolve any claims (the "**Claims**") which I/we may have against third party insurers and/or any other parties ("**Third Parties**") arising out of the Accident, in any manner as it deems fit;
 - (b) to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
 - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
4. In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to **execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents** in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



Exceptional Journeys

5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line extending to the right.

Name: Choong Chee Chui
NRIC / Passport No. / Company Registration No.: 832D

TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info	
Ms Choong Chee Chui BLK 279 TOH GUAN ROAD #15-193 SINGAPORE 600279 Contact No Mobile: 98715246 26/09/2022	Cust No/Name	/Ms CHOONG CHEE CHUI
	Reg No/Reg Date	SMQ4231E / 15/11/2019
	Date In/Mileage	26/09/2022/ 45681
	Chassis/Package	KNAF5416ML5052977 /ECB19+KC1
	Engine No	G4FGKH749532
	Make/Model	KIA/CERATO 1.6 A GT LINE H171
	Colour/Trim	CR5 RUNWAY RED / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00080	Cash	20/10/2022/ 14:52	TLE	260 / AiTing	56342	81504895		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
E PNT88000								640.00
REPLACE DAMAGED PARTS, REPLACE FRONT BUMPER, FRONT BUMPER LOWER GRILLE								
REPAIR ALL OTHER AFFECTED AREAS, ADJUST AND ALIGN BODY GAPS ALIGNMENT TO THE SAME								
E PNT98000								550.00
RESPRAY ON FRONT BUMPER, AND ALL OTHER AFFECTED AREAS TO THE SAME								
E PNT88000								60.00
REMOVE & INSTALL PARKING SENSOR TO FACILITATE REPAIR								
A 90000001								50.00
CHECK WIRING & ELECTRICAL SYSTEM								
A 10028901								280.00
CONDUCT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST AND CLEAR TROUBLE CODE								
M SUNDRY								20.00
SUNDRIES								
X	COVER-FR BUMPER				1.00	633.00	00.00	633.00
X	GRILLE-FRONT BUMPER				1.00	669.00	00.00	669.00
X	MOULDING-FRONT BUMPER,RH				1.00	298.00	00.00	298.00
X	LAMP ASSY-SIDE REPEATER,RH				1.00	226.00	00.00	226.00
X	ORNAMENT-KIA NO.115				1.00	38.00	00.00	38.00
Z TEXT								
TP CLAIM ALLIANZ SNG8689H								
DOA : 24.08.22								
SURVEYOR STEVE LKK 26.09.22								
REPAIR 03 DAYS								
Guarantee Your Warranty, Maintain with Cycle & Carriage!								

Parts	1,864.00		Nett	3,464.00
Labour	1,580.00	7% GST on	3464.00	242.48
Standard Menu	0.00			
Specialist Job	0.00		Total Payable	3,706.48
Diagnostics Job	0.00		Paid	0.00
Sundry/Others	20.00		Total Due	3,706.48
Total(w/o GST)	3,464.00			

Payment should be made strictly by NETS, credit cards or PayNow (via QR code or UEN) only. Thank you.
 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SNG8689H

Date of Accident

24/08/2022 

Reset

% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **Allianz Insurance Singapore P...**Period of Insurance **21/06/2022 - 20/06/2023**Requested By **LU TING (CYCLE & CARRIAGE A...**Requested Date **24/08/2022 11:30****Payment details**Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**

Hsiao Tong (LKKAUTO)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Sent: Friday, 4 November 2022 5:17 PM
To: Hsiao Tong (LKKAUTO)
Cc: Lauro Araos Songcuan JR; Andre Chow En De; Admin A; CS A Team
Subject: RE: LOD - TP - LKK Ref: CC4/AIS22008268/Eea3, C&C Ref: SMQ4231E, claim TP Allianz SNG8689H, DOA: 24.08.2022
Attachments: [Untitled].pdf

Dear Hsiao Tong,

Offer accepted for amicable settlement [without prejudice for any personal injuries claim](#).

Kindly process payment to details shown below.

Account Name: Cycle & Carriage Kia Pte Ltd
Account No. to be Credited: 01-013-9015-7
Standard Chartered Bank (Singapore)
Bank Name: Limited
Bank Code: 9496
Branch Name: Battery Road Branch
Branch Code: 001
Swift Code: SCBLSG22XXX
Email Address : receivables@cyclecarriage.com.sg

Re-attached [Letter of Authorisation](#) for your reference. (Already submitted in LOD email dated 20/10/22).

Appreciate your assistance and your understanding.

Best Regards,

Loi Ai Ting



Exceptional Journeys

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 A member of the Jardine Cycle & Carriage Group

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, 4 November 2022 5:04 pm
To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Cc: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: LOD - TP - LKK Ref: CC4/AIS22008268/Eea3, C&C Ref: SMQ4231E, claim TP Allianz SNG8689H, DOA: 24.08.2022

This email was sent from outside of your organisation

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$3,888.48(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 the **Letter of Authorization / Warrant to Act** and 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 **24-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 (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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 20 October 2022 4:14 PM
To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; CS A Team <cs-a@lkkauto.com>
Cc: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - TP - LKK Ref: CC4/AIS22008268/Eea3, C&C Ref: SMQ4231E, claim TP Allianz SNG8689H, DOA: 24.08.2022

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Hi CS team,

Kindly assist.

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Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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<andre.chow@cyclecarriage.com.sg>

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Loi Ai Ting



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Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Wednesday, 14 September 2022 17:11
To: HELENPCC@HOTMAIL.COM
Subject: ACCIDENT INVOLVING SNG 8689H & SMQ 4231E ALONG 282A TOH GUAN ROAD CARPARK (MULTI-STOREY) ON 24/08/2022

14 September 2022

PANG CHAN CHU

Dear Sir,

OUR REF : CC4/AIS22008268/ea3

YOUR REF : SNG 8689H

ACCIDENT INVOLVING SNG 8689H & SMQ 4231E ALONG 282A TOH GUAN ROAD CARPARK (MULTI-STOREY) ON 24/08/2022

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, Allianz Insurance Singapore Pte. Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from **CYCLE & CARRIAGE KIA PTE LTD** acting on behalf of the owner of SMQ 4231E against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had exit the parking lot and scratched the Third Party vehicle SMQ 4231E. As such, liability is down against us.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to Allianz and acknowledged by Allianz.

Your full co-operation in the handling of the claim is required and kindly submit the following to ashersng@lkkauto.com within 7 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Copy of the letter of authorization
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If

you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to Allianz or deliver it by hand to Allianz Customer Care Centre.

This letter should **not** be regarded as a waiver by Allianz of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third-party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6841 6051 or ashersng@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

Asher Sng

Case Handler

DID: 6841 6051

Email: ashersng@lkkauto.com

cc Allianz Insurance Singapore Pte. Ltd

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	26 Aug 2022 14:47	Clim Dtl Modified	Claimant's Name: -> CHOONG CHEE CHUI. Claimant's ID: -> SXXXX832D.	[A] HOW MEI KWAN
2	26 Aug 2022 14:47	Clim Veh Model Changed	(206491) KIA CERATO 1.6 SUNROOF (A).	[A] HOW MEI KWAN
3	26 Aug 2022 14:47	Clim Created	Reg No: SMQ4231E. Acct Date: 2022/08/24. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. L td. (HQ). TP Insurer: Singapore Life Ltd (HQ). Workshop: Cycle & Carriage KIA Pte Ltd (Pandan Garden s)	[A] HOW MEI KWAN
4	26 Aug 2022 14:47	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	26 Aug 2022 14:47	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/06	[A] HOW MEI KWAN
6	26 Aug 2022 14:47	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	26 Aug 2022 14:47	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
8	12 Sep 2022 18:36	Clim Registration Modified	Pol No:->SP2002060017.	[I] Faiz Rosli
9	30 Oct 2022 18:54	Adj Mandate Request	Cur.Req:3888.48:Liability : 100%. BOLA 23. We seek your mandate at \$3,888.48(ALL-IN). Kindly let us have your approval/instruction.	[A] CHEW HSIAO TONG
10	30 Oct 2022 21:51	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/06	[I] Chan Kian Chuan
11	30 Oct 2022 21:51	Adj Mandate Set	Approved:3888.48.	[I] Chan Kian Chuan

Date From   Date To   Audit Type

ACTIVITY

[05/09/2022 17:57] HOW MEI KWAN:
OINR. To send out first letter.

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
2835075	26 Aug 2022 14:47:03	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SMQ4231E		xx.xx