

## Mei Kwan (LKKAuto)

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**From:** Admin-D (LKKAuto)  
**Sent:** Thursday, September 1, 2022 9:07 AM  
**To:** 'Claims Banca (Allianz Insurance Singapore)'; Admin A  
**Cc:** assignments  
**Subject:** RE: TP DS claim Arrange Survey : SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022 | AIS - 2022 22006155/FR

**Categories:** HMK

Dear Shanti,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>  
**Sent:** Wednesday, 31 August 2022 4:18 PM  
**To:** admin-a@lkkauto.com; Yan (LKK Auto) <admin-d@lkkauto.com>  
**Cc:** edwin.caina@cyclecarriage.com.sg  
**Subject:** TP DS claim Arrange Survey : SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022 | AIS - 2022 22006155/FR

Your ref: SMM848Z

Our ref: 2022 22006155FR-SMV3883D

*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: SMV3883D OI GIA.pdf, TP Footage.MP4, SMM848Z TP GIA.pdf

Link: <https://fileexchange.allianz.de/SecureDownload.aspx?id=3a5fd53f-8b5a-4bc4-9494-78bf2884ce03-cec9726866d84ad7>

Size: ~ 42 MByte, Download available until: 9/5/2022

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](http://www.allianz.sg)



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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Sent:** Wednesday, August 31, 2022 3:06 PM

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

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Subject:** [EXT] RE: Arrange Survey : SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022 | AIS - 2022 22006155/FR

Motor Claims,

We get LKK Auto Consultants Pte Ltd to survey our client customer

Best Regards,

**Edwin Caina**

**Advisor- Customer Service**



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

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**From:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Sent:** Wednesday, 31 August 2022 10:41 am  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Subject:** FW: Arrange Survey : SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022 | AIS - 2022 22006155/FR

**This email was sent from outside of your organisation**

Your ref: SMM848Z  
Our ref: 2022 22006155FR-SMV3883D

Dear Sirs

Enclosed is the list of surveyors for your consideration for Single Joint Expert (SJE):-

AJAX Inspection Services Pte Ltd  
A-PAC Adjusters & Surveyors Pte Ltd  
Form Team Consultancy Pte Ltd  
LKK Auto Consultants Pte Ltd

Please let us know who you are agreeable to appoint from the list.

Best regards,

Shanti.R  
Claims Service  
Claims & Performance Management

Allianz Insurance Singapore Pte.Ltd. | UEN 201903913C  
79 Robinson Road #09-01 Singapore 068897  
Phone: +65 63958973 | [www.allianz.sg](http://www.allianz.sg)



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**From:** Claims Banca (Allianz Insurance Singapore)  
**Sent:** Tuesday, August 30, 2022 9:22 PM  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

Cc: Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

Subject: RE: SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022 | AIS - 2022 22006155/FR

Internal

**Without Prejudice**

Dear Sir,

On a without prejudice basis, we are prepared to direct-settle the claim with your client provided the following proposal is agreed:

- Damaged parts must be dismantled in front of our appointed surveyor during the pre-repair inspection, as per the NIMA protocol;
- Repair costs must be within the final adjusted amount recommended by our appointed surveyor; and
- Loss of use / rental charges (if any) to follow NIMA scale. Quantum to be agreed.
- Please let us have your invoices with itemised parts and pricing (if agreed to repair at part by part basis) included in your Letter of Demand.

Please forward your LOD with relevant documents to [claims@allianz.com.sg](mailto:claims@allianz.com.sg).

Thank you.

Regards,



**Faiz**  
Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C  
79 Robinson Road #09-01, Singapore 068897  
[www.allianz.sg](http://www.allianz.sg)



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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Sent:** Monday, August 29, 2022 6:26 PM

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

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Kevin Leong

Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** [EXT] RE: SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022

Officer in Charge,

May we check for an update? Thank you

Best Regards,

**Edwin Caina**  
**Advisor- Customer Service**



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

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**From:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Sent:** Monday, 15 August 2022 8:08 pm  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Subject:** Automatic reply: SMM848Z / SMV3883D TP CLAIM DOA:15.08.2022

**This email was sent from outside of your organisation**

Dear Valued Customer,

We acknowledge receipt of your email to us and it is currently being looked into.

We will respond within the next 7-14 business days. Our office hours are from 9am to 5pm, Monday to Friday, except public holidays.

Please be informed all Motor claims for OD/TPPD/Windscreen to be submitted via Merimen.

If you require an urgent reply, please contact our Customer Service Hotline at 1800 222 1818.

Thank you for choosing Allianz as your preferred insurance partner.

**Regards,**  
Claims Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C  
79 Robinson Road #09-01 Singapore 068897  
[www.allianz.sg](http://www.allianz.sg)

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