

Our Ref : SLR962L / TP#1757  
Your Ref : SMN9496R

**WITHOUT PREJUDICE**

Date : 29<sup>TH</sup> OCTOBER 2022

**ALLIANZ INSURANCE SINGAPORE PTE LTD**  
79 Robinson Road  
#09-01  
Singapore 068897

Attention: Motor Claims Department

**ACCIDENT INVOLVING SLR962L & SMN9496R ON 09/09/2022  
ALONG PIE EXPRESSWAY NEAR EXIT 15**

We refer to the above captioned.

We are claiming the below followings:

- Cost of Repair (incl. of GST)	S\$ 15,782.50
- Loss of Use	S\$ 1,920.00 (\$120.00 x 16 Days)
- Towing Fee	S\$ 110.00
- GIA/LTA Search Fees	S\$ 2.00

<b>Grand Total</b>	<b>S\$ 17,814.50</b>
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If you have any enquiries, please contact our representative, Mr. Joseph at 6481-1522 or email [joseph@ow.sg](mailto:joseph@ow.sg)

All payment is to be issued direct to **Optima Werkz Pte Ltd.**

Your prompt attention is most grateful and look forward to your speedy settlement.

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

*This is a computer generated printout and no signature is required.*

TO WHOM IT MAY CONCERN

**AUTHORIZATION TO ACT**

I/We(owner) KINETIC HOLDINGS PTE LTD ('the third-party claimant') of

(Address) 9 TADORE LANE #03-21 9@TADORE S(787472) registered owner of

(Vehicle Number) SLR962L hereby authorize ('the vehicle repairer workshop')

**OPTIMA WERKZ PTE LTD** to act for me/us with respect of my/our claim for repair costs and /or

rental and/or loss of use for my/our vehicle number SLR962L that was

damaged pursuant to the accident which occurred on 09/09/2022 along PIC EXPRESSWAY

(NEAR EXIT 15) involving vehicle number SMN9496R.

I/We further authorize the workshop to settle my/our above-mentioned claim in a manner that they deem fit and the workshop is further authorized to receive full payment in the settlement of my/our claim with full cheque(s) payment being made in the favor of the workshop.

Dated this 12 day of SEPTEMBER year 2022.



Signature of Vehicle Registered Owner  
Company's stamp (if applicable)

# Optima Werkz Pte Ltd

10 Ang Mo Kio Industrial Park 2A #01-05, Singapore 568047  
Tel: (+65) 6481 1522 Fax: (+65) 6481 1011  
Co Reg & GST No: 201212455W

## TAX INVOICE

To: ALLIANZ INSURANCE SINGAPORE PTE LTD

12 MARINA VIEW  
#14-01  
SINGAPORE 018961

Tel: 6714 3369  
Fax:

INV NO. : 322201333  
INVOICE DATE : 29/10/2022  
REF : TP#1757  
VEH NO. : SLR962L  
MAKE : TOYOTA  
CAR MODEL : PRIUS HYBRID 1.8S  
CURRENT MILEAGE:  
ADVISOR : TING AN  
TERMS : COD  
MECHANIC :

DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
LUMP SUM REPAIRS AS RECOMMENDED BY SURVEYOR	1	AMT	SR	14,750.00	14,750.00

Remarks: DOA: 09/09/2022@10:45HRS  
CLAIMANT: KINECTIC HOLDING PTE LTD / LIM DE MAI, RON  
TP VEH: SMN9496R

Singapore Dollars: Fifteen Thousand Seven Hundred Eighty-Two And Cent Fifty Only

SUB TOTAL	SGD	14,750.00
GST 7.00%	SGD	1,032.50
TOTAL	SGD	15,782.50
OUTSTANDING	SGD	15,782.50

### Tax Legend:

SR - Standard Rated ZR - Zero Rated OS - Out of Scope

Tax	SR
Amount	14,750.00

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs. I/We declare the repairs for above vehicle have been completed to my/our satisfaction.

- 1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 3) Goods sold are not refundable/returnable.
- 4) Original Invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount



Opt for a more convenient and quicker way to pay via Bank Transfer or PayNow:  
Beneficiary Name: Optima Werkz Pte Ltd  
Beneficiary Bank Name: DBS Bank Ltd  
Bank Account No.:0039441282  
Swift Code: DBSSSGSG  
OR  
PayNow UEN: 201212455WDB1  
Note: Please include your invoice number under the reference section

### Customer Acknowledgement

Customer Name and Signature

For Optima Werkz Pte Ltd

Authorised Signature

## INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SMN9496R

Date of Accident

09/09/2022 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... Allianz Insurance Singapore P...

Period of Insurance ..... 01/08/2022 - 31/07/2023

Requested By ..... KAITLYN CHIO (OPTIMA WERK...

Requested Date ..... 09/09/2022 11:50

## 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**

**EXPRESSWAY MONITORING AND ADVISORY SYSTEM (EMAS)**

**Vehicle Removal Record**

Date: 9-9-2022  
 Time: 11:40 hrs  
 Vehicle Registration Number: SLR 962L  
 Accident Breakdown Location: PIE Changi IS-2 km Lane 2  
 Designated Car Park: BLK 1006 Aljunied AVE S C/P Lot: 41  
 Tow Truck ID / Crew's Name: 130166 / 143140  
 / Signature: Iskandar / Zul

Dear Sir / Madam,

Please be informed of the following:

**PART A - EMAS VEHICLE RECOVERY**

The EMAS vehicle recovery provides a service to enhance road safety and minimise congestion on the expressways. Under the provision of the Road Traffic Act Section 123A, all stalled vehicles on the expressways will be towed to the nearest designated car park. (Please see overleaf).

**PART B - DRIVER'S RESPONSIBILITY**

- (i) Your vehicle is only towed to the nearest designated car park and it is your responsibility to arrange for your own towing or repair service thereafter.
- (ii) Please ensure that you display the appropriate car park coupon (s) if your vehicle needs to remain in a HDB /URA car park.

**PART C - RECORD OF VEHICLE DAMAGES SUSTAINED DURING TOWING**

- ☒ No. No vehicle damage has been caused during the towing by the EMAS recovery crew.
- ☐ Yes. The following damages are caused during towing by the EMAS recovery crew.

Hand over to owner

**PART D - DRIVER'S CONFIRMATION**

I confirm that I have been duly informed by the EMAS recovery crew of the provisions of the Act stated on the back of this form.

Driver's Name / Signature / Date

Ravi Lim

09/09/2022



華 強 環 島 私 人 有 限 公 司  
ISLAND RECOVERY SERVICES PTE LTD

Address: 26 Chia Ping Road Singapore 619977

Telephone: 6747 7400 Email: admin@islandrecovery.com.sg

Facsimile: 6844 7233 Web: www.islandrecovery.com.sg

Co. Reg. No: 202114296E GST Reg. No: 202114296E

CASH SALES / WORK ORDER

NO: 1300364

ACCOUNT OF:

Optima Werkz PTE LTD

DATE: 9/9/22

WORK DETAILS

Time of Order: \_\_\_\_\_

Time Reached Location: \_\_\_\_\_

Time Left: \_\_\_\_\_

Time End: \_\_\_\_\_

Waiting Time: \_\_\_\_\_

VEHICLE DETAILS

Vehicle No: \_\_\_\_\_

Make & Model: \_\_\_\_\_

Toyota Prius Hybrid

LOCATION FROM

1005 Aljunied Ave 5

2ND TRIP

LOCATION TO

10 A.M.K. Ind (01-05)

TOWING / ROADSIDE ASSISTANCE

Additional Charges

☒ Using King Dolly

☐ Basement / Multi Carpark

☐ Midnight / Sunday / PH

☐ Exotic / Luxury Vehicle

☐ Crane Up / Winch Out

☐ Open Door

☐ Jump Start / Change Tyres / Change Battery

☐ Others: \_\_\_\_\_

☒ Accident

☐ Loaded / Equipment

☐ Box

☐ ERP / Carpark:

☐ Dismantle Shaft / Brake

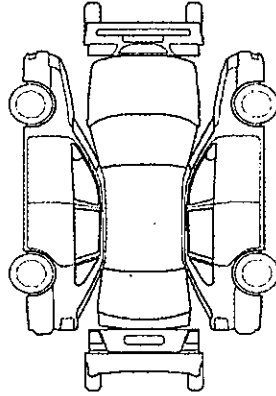
☐ Restricted Zone

TRANSPORTATION

☐ Using Car Carrier

☐ Using King Dolly

☐ Restricted Zone



REMARKS: \_\_\_\_\_

ACCEPTANCE

AMOUNT S\$ 110

GST S\$

TOTAL S\$

Island Recovery Services Pte Ltd  
(Driver)

Taken Over By  
(Name & Signature)

Driver / Owner Handled Over By  
(Name & Signature)

Disclaimer: Island Recovery Services Pte Ltd and its staff and/or any person associated therewith cannot be held liable for any loss or damage that is incurred or may be incurred by any person as a direct or indirect result of the use of Island Recovery Services Pte Ltd's service

## Hsiao Tong (LKKAUTO)

---

**From:** Kaitlyn Chio <kaitlyn.chio@ow.sg>  
**Sent:** Monday, 12 December 2022 9:21 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Victor Seng; Ary Chua; Adeline Lim; Ling Ting An; Ngai Kar Kit; Mohamed Nashik; Admin A; Joseph Low  
**Subject:** RE: (ACCEPT OFFER) LOD - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022  
**Attachments:** SLR962L LOA.pdf; OPTIMA WERKZ DIRECT CREDIT.pdf

Dear Hsiao Tong,

Enclosed LOA and our bank details for your perusal.  
Kindly proceed the payment to us.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA WERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

**Tel:** (+65) 6472 1313

**Tel:** (+65) 6484 9919

**Tel:** (+65) 6481 1522

**Fax:** (+65) 6472 2112

**Fax:** (+65) 6481 1993

**Fax:** (+65) 6481 1011

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

**Sent:** Sunday, 11 December 2022 4:02 pm

**To:** Kaitlyn Chio <kaitlyn.chio@ow.sg>

**Cc:** Victor Seng <victor.seng@ow.sg>; Ary Chua <ary.chua@ow.sg>; Adeline Lim <adeline@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Admin A <admin-a@lkkauto.com>; Joseph Low <joseph@ow.sg>

**Subject:** Re: (ACCEPT OFFER) LOD - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$17,014.50** (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 **09 SEPT 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** | Case Handler  
**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: -  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Tuesday, 6 December 2022 9:40 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Adeline Lim <[adeline@ow.sg](mailto:adeline@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>  
**Subject:** RE: (ACCEPT OFFER) LOD - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Dear Hsiao Tong,

We accept your offer at **\$17,014.50/-**  
Kindly let us have your DV

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPT/MA//ERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143  
**Branch:** 9A Serangoon North Ave 5 Singapore 554500  
**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

**Tel:** (+65) 6472 1313 **Fax:** (+65) 6472 2112  
**Tel:** (+65) 6484 9919 **Fax:** (+65) 6481 1993  
**Tel:** (+65) 6481 1522 **Fax:** (+65) 6481 1011

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 5 December 2022 12:08 pm  
**To:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>  
**Cc:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Adeline Lim <[adeline@ow.sg](mailto:adeline@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Mohamed Nashik

<[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: LOD - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Without Prejudice

Dear Sirs,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 15,782.50
2. Loss of Use (14days x \$80.00)	\$ 1,120.00
3. LTA/GIA Search Fee	\$ 2.00
4. Towing Fee	\$ 110.00
<b>Total</b>	<b>\$ 17,014.50</b>

Please confirm acceptance.

“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](mailto:chewht@lkkauto.com) |

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

S(408933)

---

**From:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>

**Sent:** Saturday, 29 October 2022 2:40 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Adeline Lim <[adeline@ow.sg](mailto:adeline@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>

**Subject:** LOD - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Our Ref: SLR962L / TP#1757

Your Ref: SMN9496R

Without Prejudice

Dear Motor Claim Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$ 15,782.50
- Loss of Use	S\$ 1,920.00 (\$120.00 x 16 Days)
- Towing Fee	S\$ 110.00
- GIA/LTA Search Fees	S\$ 2.00

<b>Grand Total</b>	<b>S\$ 17,814.50</b>
	=====

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

**Joseph Low (Mr.)**

Motor Claim Officer

D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//ERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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**Fax:** (+65) 6481 1993

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**From:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** 20 September 2022 16:29

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: CHECK LIABILITY - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

- Please do not send the LOD to our principal for direct settlement.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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

---

**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Sent:** Tuesday, 20 September 2022 09:46

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** FW: CHECK LIABILITY - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

**Importance:** High

Dear Asher,

Any updates on the liability for this case ?

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//WERKZ™ PTE. LTD.**

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---

**From:** Kaitlyn Chio

**Sent:** 19 September 2022 09:01

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: CHECK LIABILITY - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

**Importance:** High

Dear Asher,

Any updates on the liability for this case ?

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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**From:** Kaitlyn Chio

**Sent:** 16 September 2022 09:21

**To:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** FW: CHECK LIABILITY - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

**Importance:** High

Dear Asher,

Any updates on the liability for this case ?

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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**Head Office:** 6 Kung Chong Road Singapore 159143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

**Tel:** (+65) 6472 1313

**Tel:** (+65) 6484 9919

**Tel:** (+65) 6481 1522

**Fax:** (+65) 6472 2112

**Fax:** (+65) 6481 1993

**Fax:** (+65) 6481 1011

[www.ow.sg](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

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---

**From:** Kaitlyn Chio

**Sent:** 14 September 2022 11:54

**To:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** FW: CHECK LIABILITY - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Dear Asher,

Enclosed marked estimate and scene photos for your perusal.  
Vehicle was surveyed by Kenneth today.  
Has your insured reported ?  
Would like to check on the liability for this case.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//ERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143  
**Branch:** 9A Serangoon North Ave 5 Singapore 554500  
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---

**From:** Kaitlyn Chio  
**Sent:** 13 September 2022 10:35  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: CHECK LIABILITY - TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Dear LKK,

Enclosed marked estimate and scene photos for your perusal.  
Vehicle was surveyed by Kenneth today.  
Has your insured reported ?  
Would like to check on the liability for this case.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

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---

**From:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Sent:** 13 September 2022 10:04  
**To:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)  
**Cc:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Subject:** TP DS claim PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Internal

Your ref: SLR962L

Our ref: 2022 22006663KC-SMN9496R

*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: SMN9496R OI.pdf, SLR962L(TP).pdf

Link: <https://fileexchange.allianz.de/SecureDownload.aspx?id=c4292421-206e-4a9f-a647-560c5f16acae-c4d6efd9617c7b19>

Size: ~ 2 MByte, Download available until: 9/18/2022

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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Thank you.

Please consider the environment before printing this e-mail.

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Monday, September 12, 2022 5:26 PM  
**To:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Subject:** [EXT] RE: PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Internal

Dear Motor Claims Department,

We appointed LKK Auto Consultants.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

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---

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

**Sent:** 12 September 2022 17:24

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Subject:** FW: PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Internal

Your ref: SLR962L

Our ref: 2022 22006663KC-SMN9496R

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

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:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Monday, September 12, 2022 2:13 PM  
**To:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>  
**Cc:** Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Subject:** [EXT] PRI - SLR962L CLAIMING AGAINST SMN9496R (ALLIANZ), DOA: 09/09/2022

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

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## DIRECT CREDIT AUTHORISATION FORM

Payee's Name	OPTIMA WERKZ PTE. LTD.															
UEN No. (for all UEN registered entities)	201212455W															
Name of Bank Account Holder	OPTIMA WERKZ PTE. LTD.															
Contact No.	6472 1313															
Email	<u>CHUNJIE.YEO@OW.SG</u>															
PayNow ID	201212455WDB1															
Bank Name	DBS BANK LTD															
Swift code (if applicable)	DBSSSGSG															
Bank Account No. to be Credited	0	0	3	9	4	4	1	2	8	2						



YEO CHUN JIE  
FINANCE MANAGER  
03/11/2022



**Head office**

6 Kung Chong Road Singapore 159143  
Tel: (+65) 6472 1313 | Fax: (+65) 6472 2112

**Branch**

9A Serangoon North Ave 5 Singapore 554500  
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**Branch (Motor Insurance Claims)**

Blk 10 Ang Mo Kio Ind. Park 2A #01-05/06 Singapore 568047  
Tel: (+65) 6481 1522 | Fax: (+65) 6481 1011



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	13 Sep 2022 11:50	<b>Clim Dtl Modified</b>	Claimant's Name: -> KINETIC HOLDINGS PTE LTD. Claimant's ID: -> 201618392N.	[A] HOW MEI KWAN
2	13 Sep 2022 11:50	<b>Clim Veh Model Changed</b>	(206158) TOYOTA PRIUS HYBRID 1.8 S CVT (A).	[A] HOW MEI KWAN
3	13 Sep 2022 11:50	<b>Clim Created</b>	Reg No: SLR962L. Acct Date: 2022/09/09. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). TP Insurer: China Taiping Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Optima Werkz Pte Ltd (HQ)	[A] HOW MEI KWAN
4	13 Sep 2022 11:50	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	13 Sep 2022 11:50	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/09/22	[A] HOW MEI KWAN
6	13 Sep 2022 11:50	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	13 Sep 2022 11:50	<b>Adj Adjuster Assigned</b>	[None] -> KENNETH KONG	[A] HOW MEI KWAN
8	13 Sep 2022 12:07	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] HOW MEI KWAN
9	05 Nov 2022 09:25	<b>Adj Mandate Request</b>	Cur.Req:17494.50:Liability: 100%. B:28 5 VEH CC OID 4TH VEH. We seek your mandate at \$1 7,494.50(ALL-IN). Kindly let us have your approval/instruction.	[A] CHEW HSIAO TONG
10	23 Nov 2022 14:44	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Faiz Rosli
11	23 Nov 2022 14:46	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/09/22. Mandate Remarks: Chain Collision - MCF - Proceed w Offer	[I] Faiz Rosli
12	23 Nov 2022 14:46	<b>Adj Mandate Set</b>	Approved:17494.50:Chain Collision - MCF - Proceed w Offer	[I] Faiz Rosli

Date From    Date To    Audit Type  

### ACTIVITY

No record

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
2842475	13 Sep 2022 11:50:33	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SLR962L		xx.xx
2842486	13 Sep 2022 12:06:59	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SLR962L	HOW MEI KWAN	xx.xx