

## Veron Chen (LKKAUTO)

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**From:** Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>  
**Sent:** Friday, 23 September 2022 9:04 AM  
**To:** Kaitlyn Chio  
**Cc:** Veron Chen (LKKAUTO)  
**Subject:** RE: Allianz OD Claim - SGC730C (BMW X3 XDRIVE20I ABB 4WD HID DSC), DOA: 18/09/2022 OUR REF 2022 22006903

Internal

Dear Kaitlyn

Insured is entitled to Courtesy Car.

For Courtesy Car activation, please call Allianz Contact Centre @ 1800 222 1818, press option 1 for claims, followed by option 2 and inform them of the Surveyor's recommended repair duration, up to 10days whichever is lower. For this case, the surveyor recommended 4 days.

Thank you.

Sharon Lim  
Claims & Performance Management Department

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



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**From:** Kaitlyn Chio <kaitlyn.chio@ow.sg>  
**Sent:** Friday, September 23, 2022 8:47 AM  
**To:** Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>  
**Cc:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Subject:** [EXT] RE: Allianz OD Claim - SGC730C (BMW X3 XDRIVE20I ABB 4WD HID DSC), DOA: 18/09/2022

Dear Sharon,

Your insured would like to check whether does he entitled for courtesy car?

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:** 8 Kung Chong Road Singapore 169143  
**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  
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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** 22 September 2022 16:50

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

**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)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Allianz OD Claim - SGC730C (BMW X3 XDRIVE20I ABB 4WD HID DSC), DOA: 18/09/2022

Dear Kaitlyn,

As instructed by our client , please proceed to repair the **insured vehicle SGC 730C, Lump Sum repair, (Excess \$700/-).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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

**Sent:** Thursday, 22 September 2022 10:27 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**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:** RE: Allianz OD Claim - SGC730C (BMW X3 XDRIVE20I ABB 4WD HID DSC), DOA: 18/09/2022

Dear Motor Claims Department,

Enclosed marked estimate for your perusal.  
Kindly authorise us for the repair.

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:** 21 September 2022 11:34

**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:** Allianz OD Claim - SGC730C (BMW X3 XDRIVE20i ABB 4WD HID DSC), DOA: 18/09/2022

Dear Motor Claims Department,

Enclosed GIA report, insurance certificate, owner/driver's driving license and IC for your perusal.

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

**\*Vehicle is in**

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

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