

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 25 October 2022 11:10 AM  
**To:** Keif Tan Yong Heng; Mei Kwan (LKKAuto)  
**Cc:** CS A Team; Admin A; Angela Tan  
**Subject:** RE: ACCIDENT INVOLVING SMQ 5868L & SMV 2643L ON 15/10/2022 15:30 ALONG/AT ROCHOR ROAD, JALAN BESAR

Dear Sirs,

Contents noted.

Please let us have a copy of your video footage and update us on police investigation result once it is available for our necessary action.

Thank you.

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:** Keif Tan Yong Heng <[keiftan@bismotoring.com.sg](mailto:keiftan@bismotoring.com.sg)>  
**Sent:** Friday, 21 October 2022 6:00 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>  
**Subject:** RE: ACCIDENT INVOLVING SMQ 5868L & SMV 2643L ON 15/10/2022 15:30 ALONG/AT ROCHOR ROAD, JALAN BESAR

Hi Hsiao Tong

In addition to the earlier update that the DOA is incorrect, Hirer will also be initiating a 3P claim.

Aside to Angela

FYI

Regards

---

**From:** Keif Tan Yong Heng  
**Sent:** Friday, October 21, 2022 5:49 PM  
**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; 'CS A Team' <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SMQ 5868L & SMV 2643L ON 15/10/2022 15:30 ALONG/AT ROCHOR ROAD, JALAN BESAR

Hi Hsiao Tong

Attached is the GIA report filed by Hirer.

Based on the 3P vehicle number, the accident date was 19<sup>th</sup> Oct 2022.

#### ACCIDENT STATEMENT

Date of Submission .....	21/10/2022 16:19 (SGT)
Reported by .....	Driver
Date of Accident .....	19/10/2022 01:15 (SGT)

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number .....	SMV2643L
-----------------------------------	----------

Attached is the GIA for reference.  
Pls advise if otherwise.

Regards

---

**From:** Keif Tan Yong Heng

**Sent:** Friday, October 21, 2022 10:43 AM

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

**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SMQ 5868L & SMV 2643L ON 15/10/2022 15:30 ALONG/AT ROCHOR ROAD, JALAN BESAR

Hi Hsiao Tong

Noted. We will inform the Hirer for the report asap.

Regards

---

**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, October 20, 2022 4:01 PM

**To:** Keif Tan Yong Heng <[keiftan@bismotoring.com.sg](mailto:keiftan@bismotoring.com.sg)>

**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** ACCIDENT INVOLVING SMQ 5868L & SMV 2643L ON 15/10/2022 15:30 ALONG/AT ROCHOR ROAD, JALAN BESAR

**ATTN : BIS MOTORING PTE LTD**

Dear Sir,

**OUR REF : CC4/AIS22010421/pa3**

**YOUR REF : SMQ 5868L**

**ACCIDENT INVOLVING SMQ 5868L & SMV 2643L ON 15/10/2022 15:30 ALONG/AT ROCHOR ROAD, JALAN BESAR**

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

We have received a third-party claim(s) from **SMV 2643L** against your motor insurance policy.

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

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to Allianz. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of Allianz Authorised Workshops or reporting centres (subject to your policy). For the list of Allianz Authorised Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder or visit <https://www.allianz.sg>.

Your full co-operation in the handling of the claim is required and kindly submit the following to [chewht@lkkauto.com](mailto:chewht@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 [customerservice@allianz.com.sg](mailto:customerservice@allianz.com.sg).

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven **(7) days** from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

If you need any clarification, please do not hesitate to contact as at 6742 3197 or [chewht@lkkauto.com](mailto:chewht@lkkauto.com). Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,  
Chew Hsiao Tong

CC : ALLIANZ INSURANCE SINGAPORE PTE LTD  
Motor Claim Department