

## Veron Chen (LKKAuto)

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**From:** Naz (LKKAuto)  
**Sent:** Thursday, 1 December 2022 4:50 PM  
**To:** Lim, Sharon (Allianz Insurance Singapore)  
**Cc:** SUR; Bryan Ang (LKKAuto); Veron Chen (LKKAuto)  
**Subject:** Re: Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Dear Ms Lim,

In response to the Insured's query, I would like you to refer to the 3 printouts from SGCarmart that the Insured provided. Firstly all the examples provided by him refer to the GLS Premium models. His model is not a GLS Premium.

Secondly, the first 2 examples cannot be used as referral as their mileage is very low. The Insured Vehicle's mileage is arguably more than 68km or 652km.

Thirdly, lets use the 3<sup>rd</sup> printout provided by Insured as we are unable to obtain a model similar to the Insured Vehicle. Taking the yearly depreciation to be \$40,000;

calculation for the proposed Market Value of the Insured Vehicle is as follows;

$\$40,000 \times 7.75$  (7 yrs 9 mths left of Insured Vehicle COE)

= \$310,000

$\$310,000 + \$63,058$  (50% of Insured Vehicle ARF \$126,116)

= \$373,058

Rounding the figure off to \$375,000. This is the maximum figure we can offer to the Insured for the proposed Market Value.

I hope this clarifies why we are unable to offer the Insured a Market Value of \$405,000 as per his query.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>  
**Sent:** Wednesday, 30 November 2022 7:18 pm  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Internal

Dear Naz.

Any update, your urgent reply is required.

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:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Wednesday, November 30, 2022 7:05 AM  
**To:** Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>; Naz (LKKAuto) <Naz@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** [EXT] RE: Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Internal

Dear Naz,

Kindly assist on the matter--CS4/AIS22010890/Nvy3

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>  
**Sent:** Tuesday, 29 November 2022 6:31 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

Subject: RE: Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Internal

Dear Veron

Any update on MV.

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

**Sent:** Tuesday, November 29, 2022 7:29 AM

**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

**Subject:** [EXT] RE: Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Internal

Dear Sharon,

Thank you for the email.

**Dear Naz,**

**Kindly assist on the matter--CS4/AIS22010890/Nvy3**

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:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>

**Sent:** Saturday, 26 November 2022 2:05 PM

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

<[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** FW: Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Internal

Dear all

Please review the Market value provided by our insured and let us have comments please.

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:** Sollerscapital <[sollerscapital@gmail.com](mailto:sollerscapital@gmail.com)>

**Sent:** Friday, November 25, 2022 2:47 PM

**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>

**Subject:** [EXT] Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Dear Sharon,

Please see below screenshot of three similar car on sales on SGCarMart.

They are priced between S\$430,988 to S\$477,988.

The balance of COE left for these cars are between 8yrs 6mths and 9yrs 4mths.

Based on the above prices, the average prices of these cars is about S\$450,000 with balance COE of about 8 yrs 11mths.

My car balance of COE left is about 7yrs 9 mths.

So, taking additional 1 year depreciation from the above statistics, the price will be about S\$405,000. This will be the estimated price I need to pay to get a similar used car from the market, if I can get it, given the tightness of the used car market.

I hope you can review again.

Thank you very much.

Best regards,  
Lee Sai Sing

6:25



# Mercedes-Benz GLS-Class 4MATIC Premium



6:26



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# Mercedes-Benz GLS-Class 4MATIC Premium



6:26



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# Mercedes-Benz GLS-Class 4MATIC Premium



SS Lee  
李祀星

On 25 Nov 2022, at 5:37 AM, Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)> wrote:

Internal

Dear Mr Lee

Please let us have SG carmart showing amount of \$400,000/- for our review.

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:** Sollerscapital <[sollerscapital@gmail.com](mailto:sollerscapital@gmail.com)>  
**Sent:** Thursday, November 24, 2022 2:07 PM  
**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>  
**Subject:** [EXT] Re: CONSTRUCTIVE TOTAL LOSS SETTLEMENT EP8338E DOA 30/10/2022 OUR REF 2022 22007815

Dear Sharon,

I am not agreeable to your assessment of the prevailing market value of my vehicle. It is not possible for me to get a similar car (2 yrs old) at the value you assessed. By looking at SG carmart, a similar car of the same age is selling about S\$400,000.

Please advise what are my options ?

Thanks

SS Lee  
李祀星

On 24 Nov 2022, at 3:07 AM, Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)> wrote:

Internal

Dear Mr Lee

**OPEN LETTER**

We refer to the above matter.

Our motor surveyor has surveyed your vehicle at Mova Automotive Pte Ltd and have reported that it is not economical to repair your vehicle and recommended "Constructive Total Loss" settlement. We have established the prevailing market value (PMV) of your vehicle at the material time of the accident at S\$305,000/- inclusive of all its accessories, which includes spare keys, manual book etc, PARF/COE rebate and road tax.

Our payout will be as follows in full and final settlement of your claim:

Market Value	305,000.00
OD excess (incl. GST)	-
<b>Total balance to you and finance company</b>	<b>305,000.00</b>

**Allianz Insurance Singapore Pte. Ltd is entitled to all the proceeds from the disposal of the wreck vehicle with all its accessories, spare keys, manual book, PARF/COE rebate and road tax.**

Please confirm if there is any outstanding bank loan on the vehicle. If there is, kindly give us a set of the Hire Purchase Agreement.

Upon your acceptance, we will prepare the Acceptance Note for payment processing.

We will proceed to launch a tender for the wreck and the successful wreck buyer (to be advised) will be liaising with you for the signing of an Acceptance Note, settlement with your Hire Purchase Co (if applicable) and also the disposal of your wreck vehicle (all its accessories, PARF/COE rebate and road tax) on our behalf. Kindly return the spare keys, manual book and extend your co-operation to them.

We look forward to hearing from you.

***\*The offer is subject to the outcome of SCDF report.***

Thank you.

Sharon Lim  
Claims & Performance Management Department

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

