

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 23 February 2023 7:57 AM
To: Renemer Ramirez Bagang
Cc: Ler Yeong Cherng; CS A Team; Admin A
Subject: RE: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T *** LKK REF: CC4/AIS22011889/pa3 / LOD

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$7,278.04(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.

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 **25 NOV 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 (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>
Sent: Wednesday, February 15, 2023 8:12 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T *** LKK REF: CC4/AIS22011889/pa3 / LOD

Dear Sir/Mdm,

We are pleased to enclose our Letter of Demand dated February 15, 2023.

In addition, attached are the supporting documents of repair services rendered to the above mentioned vehicle.

Please confirm upon receipt.

For GIRO payment, Kindly process the payment on the given Banks details below:

Account Name:	Cycle & Carriage Automotive Pte Ltd
Account No. to be Credited:	01-014-1927-9
Bank Name:	Standard Chartered Bank (Singapore) Limited
Bank Code:	9496
Branch Name:	Battery Road Branch
Branch Code:	001
Swift Code:	SCBLSG22XXX
Email Address:	receivables@cyclecarriage.com.sg

For cheque payment, Kindly process and send it to the given company details below:

Company Name: Cycle & Carriage Automotive Pte Ltd
Address: 330 Ubi Road 3 Singapore 408650

Thank you.

Ren Bagang
Motor Claims Service Advisor
330 Ubi Road 3, Singapore 408650



Exceptional Journeys

Cycle & Carriage Singapore • 330 Ubi Road 3, Singapore 408650
• DID: +65 6594 9166 • H: +65 8552 3293 • www.cyclecarriage.com.sg

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

Sent: Wednesday, 30 November 2022 3:44 pm

To: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>

Cc: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T *** LKK REF: CC4/AIS22011889/pa3

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs,

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 and admission of any liability to our Insured's part. 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 be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

“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 |

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

S(408933)

From: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>
Sent: Tuesday, 29 November 2022 3:39 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T *** LKK REF: CC4/AIS22011889/pa3

Dear Hsiao Tong,

Please see attached accident video footage for your reference.

Ren Bagang
Motor Claims Service Advisor
330 Ubi Road 3, Singapore 408650



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• DID: +65 6594 9166 • H: +65 8552 3293 • www.cyclecarriage.com.sg

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 29 November 2022 3:20 pm
To: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

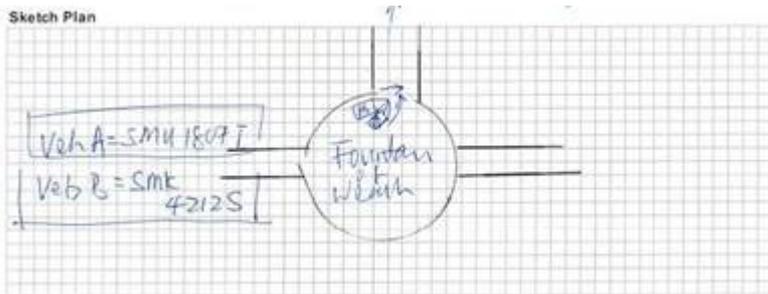
Subject: RE: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T *** LKK REF: CC4/AIS22011889/pa3

This email was sent from outside of your organisation

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.



Describe Circumstances of the Accident

(1) I was signalling to exit the circus to road, Exit of Rocher Rd to my left.

(2) Veh B SMK 4212S was on the inner most lane. Most vehicles would turn left into the exit of Rocher Rd.

(3) ~~If~~ I turn left the top gear straight. That is how 2 vehicles collided.

Based on your client's Singapore Accident Report, there was a video footage for this accident. Kindly share the video footage for our further assessment.

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong**.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>

Sent: Tuesday, 29 November 2022 11:58 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>; admin-d <admin-d@lkkauto.com>

Subject: RE: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T

Dear Sir/Mdm,

May we know who is the officer in charge handling this case?

Thank you.

Ren Bagang
Motor Claims Service Advisor
330 Ubi Road 3, Singapore 408650



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• DID: +65 6594 9166 • H: +65 8552 3293 • www.cyclecarriage.com.sg

From: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>
Sent: Saturday, 26 November 2022 9:58 am
To: admin-a@lkkauto.com; Yan (LKK Auto) <admin-d@lkkauto.com>
Cc: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>
Subject: TP DS claim Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T

This email was sent from outside of your organisation

Internal

Your ref: SMK4212S
Our ref: SMU1807TKC

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: SMU1807T(OI).pdf

Link: <https://fileexchange.allianz.de/SecureDownload.aspx?id=189f9321-2035-4af9-b48c-a097b7a29d43-71b6fde55509bea5>

Size: ~ 1 MByte, **Download available until:** 12/1/2022

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 I Singapore 068897



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Thank you.

[Please consider the environment before printing this e-mail.](#)

From: Renemer Ramirez Bagang <renemer.bagang@cyclecarriage.com.sg>

Sent: Saturday, November 26, 2022 8:57 AM

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

Cc: Ler Yeong Cherng <mars.ler@cyclecarriage.com.sg>

Subject: [EXT] Accident On 25/11/2022 Involving Our Insured SMK4212S And Your Insured SMU1807T

Dear Motor Claims,

Our client is looking to make a claim against your insurer for property damage caused to his/her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that his/her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good his/her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice his/her rights to recover any other damages he has suffered.

Please arrange for Pre-survey on 29/11/2022 Tuesday 10:00 at Cycle & Carriage Level 3 330 Ubi Road 3 S408650.

Thank you.

Ren Bagang
Motor Claims Service Advisor
330 Ubi Road 3, Singapore 408650



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