

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	20 Dec 2022 14:42	Clm Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	20 Dec 2022 14:42	Clm Veh Model Changed	(207128) HYUNDAI AE IONIQ HEV 1.6 DCT (A).	[A] HOW MEI KWAN
3	20 Dec 2022 14:42	Clm Created	Reg No: SH9120K. Acct Date: 2022/12/16. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	20 Dec 2022 14:42	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	20 Dec 2022 14:42	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/12/30	[A] HOW MEI KWAN
6	20 Dec 2022 14:42	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	20 Dec 2022 14:43	Adj Adjuster Assigned	[None] -> Muhammad Nazril Bin Abdullah	[A] HOW MEI KWAN
8	20 Dec 2022 14:43	Clm Dtl Modified	Insured Name: -> 3S BROTHERS TRADING. Insured ID: -> 53360510E.	[A] HOW MEI KWAN
9	20 Dec 2022 14:43	Clm Registration Modified	Pol No:->SP2002103413.	[A] HOW MEI KWAN
10	14 Mar 2023 16:14	Video Downloaded	Downloaded SMH5565H OI VIDEO	[I] Faiz Rosli
11	14 Mar 2023 16:17	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/12/30. Mandate Remarks: Agreed ; The video shows that our driver was driving within his lane, third party encroached into our driver's lane and resulted the accident. We are of the view that BOLA 15 is applicable.	[I] Faiz Rosli
12	14 Mar 2023 16:17	Adj Mandate Set	Revoked:Agreed ; The video shows that our driver was driving within his lane, third party encroached into our driver's lane and resulted the accident. We are of the view that BOLA 15 is applicable.	[I] Faiz Rosli
13	07 Apr 2023 13:27	Video Downloaded	Downloaded SMH5565H OI VIDEO	[A] CHEW HSIAO TONG
14	14 Apr 2023 16:23	Video Downloaded	Downloaded SMH5565H OI VIDEO	[A] CHEW HSIAO TONG

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
2886085	20 Dec 2022 14:42:53	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SH9120K		xx.xx
2916477	16 Feb 2023 11:31:40	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SH9120K	CHEW HSIAO TONG	xx.xx

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 14 April 2023 4:27 PM
To: Kazali Haji Selahudin
Cc: Admin A
Subject: RE: ALLIANZ - SH 9120K AND SMH5565H ON 16.12.22 *** LKK
REF:CC4/AIS22012691/Npa3
Attachments: SMH5565H STATEMENT.JPG

WITHOUT PREJUDICE

Dear Sirs,

We have reviewed the matter.

We regret to inform you that we are unable to consider your client's claim as your driver changed lane and resulted the accident.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, January 30, 2023 10:16 AM

To: Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>; Kazali Haji Selahudin <kazali@cdge.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Allianz - Claims Banca (AGCS) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: ALLIANZ - SH 9120K AND SMH5565H ON 16.12.22 *** LKK REF:CC4/AIS22012691/Npa3

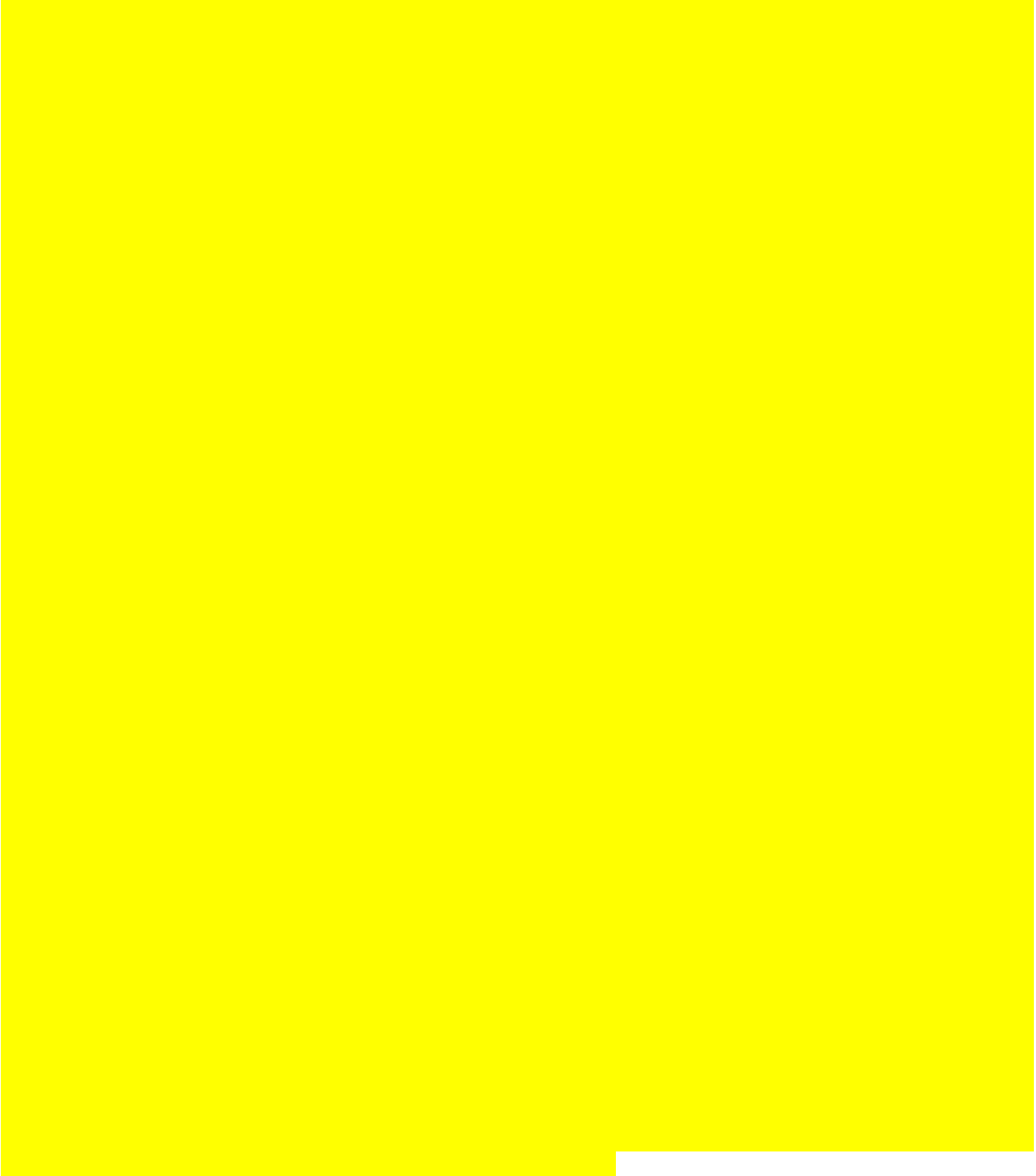
Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,





Kindly assist.

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: Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>
Sent: Wednesday, January 25, 2023 2:06 PM
To: Kazali Haji Selahudin <kazali@cdge.com.sg>
Cc: admin-d <admin-d@lkkauto.com>; Allianz - Claims Banca (AGCS) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: Re: ALLIANZ - SH 9120K AND SMH5565H ON 16.12.22

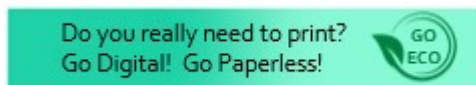
Dear Kazali - Fyi

Thank you.

Best Regards

Sabrina Tan

Claims Department / ComfortDelGro Engineering Pte Ltd



From: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>
Sent: Sunday, 22 January 2023 9:53 pm
To: Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>; admin-a@lkkauto.com <admin-a@lkkauto.com>
Cc: Yan (LKK Auto) <admin-d@lkkauto.com>
Subject: FW: ALLIANZ - SH 9120K AND SMH5565H ON 16.12.22

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Internal

"Without Prejudice"

Dear Sir/Madam

Your Claim Ref: CT1222/SH 9120K/KS(st)
Our Claim Ref: 2022 22008937FR-SMH5565H

We acknowledge receipt of your Letter of Demand dated January 18, 2023 received via email.

Our Direct settlement Partner LKK Auto Consultants Pte Ltd , is in the midst of reviewing your claim matter and will keep you informed once there is any update.

Should you require any clarification or assistance, please do not hesitate to contact our Claims Department at claims@allianz.com.sg

Thank you.

Claims & Performance Management Department
Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C
79 Robinson Road #09-01 Singapore 068897
www.allianz.sg



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Please consider the environment before printing this e-mail.

From: Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>
Sent: Wednesday, January 18, 2023 11:43 AM
To: Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>
Cc: Kazali Haji Selahudin <kazali@cdge.com.sg>
Subject: [EXT] ALLIANZ - SH 9120K AND SMH5565H ON 16.12.22

WITHOUT PREJUDICE

Dear Sirs

M/s Allianz Insurance Singapore Pte Ltd

Attached are our LOD documents for the above subject matter.

Kindly review and settle our claims amicably with our Mr Kazali who is copied herein.

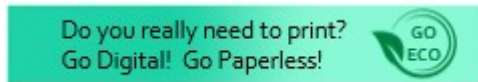
Tel: 6214 8736 Email: kazali@cdge.com.sg

Thank you

Best Regards

Sabrina Tan

Claims Department / ComfortDelGro Engineering Pte Ltd



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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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