

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 24 April 2023 2:03 PM  
**To:** Claims  
**Cc:** Admin A; CS A Team  
**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$1,219.42(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.

If the above offer is accepted, kindly confirm settlement by providing a copy of the **Letter of Authorization / Warrant to Act** and your **Bank details** for us to process payment.

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 **19 DEC 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](mailto:chewht@lkkauto.com) |

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

S(408933)

---

**From:** Siew Chin <siewchin@procarcare.com.sg> **On Behalf Of** Claims  
**Sent:** Thursday, March 23, 2023 10:38 AM  
**To:** Claims <claims@procarcare.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

Dear Hsiao Tong,

Please ignore the email send earlier and refer to this attached LOD for your early settlement.  
Thank you

Regards,

**Siew Chin**

Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Siew Chin **On Behalf Of** Claims  
**Sent:** Wednesday, March 22, 2023 2:13 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

Dear Hsiao Tong,

Please refer to attached LOD for your early settlement.  
Thank you

Regards,

**Siew Chin**

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Wednesday, February 15, 2023 5:46 PM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Cc:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Wednesday, February 15, 2023 4:08 PM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

Dear All,

Appreciate if you can advise on the accident liability.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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**From:** Siew Chin **On Behalf Of** Claims

**Sent:** Thursday, January 12, 2023 1:47 PM

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

**Cc:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

Dear All,

Appreciate if you can advise on the accident liability.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

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

**Sent:** Friday, December 30, 2022 11:54 AM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Cc:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J \*\*\* LKK REF: CC4/AIS22012897/pa3

Dear Sir / Madam,

Thank you for your email.

Please be informed that OI has yet to report the accident.

We already contact OI and OI replied us that will advise the driver to file the report soon.

Please provide us the following and arrange for survey.

- evidence i.e. video and scene photo (if any)
- PIR result (if any)

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

***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](mailto:MeiKwan@lkkauto.com)

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

---

**From:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Friday, December 30, 2022 11:45 AM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J

Dear All,

Appreciate if you can advise on the accident liability.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

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**From:** Siew Chin On Behalf Of Claims

**Sent:** Thursday, December 22, 2022 4:54 PM

**To:** 'Claims Banca (Allianz Insurance Singapore)' <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Cc:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J

Dear All,

Appreciate if you can advise on the accident liability.

Regards,

**Siew Chin**

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**From:** Claims Banca (Allianz Insurance Singapore) <[claims@allianz.com.sg](mailto:claims@allianz.com.sg)>

**Sent:** Thursday, December 22, 2022 3:18 PM

**To:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)

**Cc:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** TP DS claim: Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J

Internal

Your ref: EN 3232 U  
Our ref: SME6192JFR

*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.*

*Thank you.*

Best regards,

**Shanti. R**

Claims Service

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 | Singapore 068897

Phone: +65 6395 3836 | [www.allianz.sg](http://www.allianz.sg)



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**From:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Thursday, December 22, 2022 10:45 AM

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

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** [EXT] Arrange for survey - Acc on 19.12.2022 invlg EN 3232 U & SME 6192 J

Dear Sirs

Please refer to attached and arrange for survey

VEHICLE NOT IN WORKSHOP

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

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