

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 31 January 2023 10:54 AM  
**To:** Suanne Chiu  
**Cc:** 'Brian'; menglee@mova.com.sg; Admin A; CS A Team  
**Subject:** RE: \*\*\*SPAM\*\*\* RE: TP DS claim: YP9365H & XE3740S on 31/12/22

Without prejudice

Dear Suann,

As spoken, we would like to withdraw for DS as our insured is disputing on liability. He said that your client was driving in high speed. We are seeking further instruction from Allianz for this matter.

Please advise your client on this and your client may proceed with his 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)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 30 January 2023 4:18 PM  
**To:** Suanne Chiu <suann@mova.com.sg>  
**Cc:** 'Brian' <brian.eng@mova.com.sg>; menglee@mova.com.sg; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** RE: \*\*\*SPAM\*\*\* RE: TP DS claim: YP9365H & XE3740S on 31/12/22

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.

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:** Suanne Chiu <[suann@moval.com.sg](mailto:suann@moval.com.sg)>

**Sent:** Friday, 27 January 2023 11:32 AM

**To:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; [menglee@moval.com.sg](mailto:menglee@moval.com.sg); assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** 'Brian' <[brian.eng@moval.com.sg](mailto:brian.eng@moval.com.sg)>

**Subject:** RE: \*\*\*SPAM\*\*\* RE: TP DS claim: YP9365H & XE3740S on 31/12/22

Dear Hsiao Tong

Please advise the liability for direct settlement.

Thank you

Regards

Suanne

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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Sent:** Thursday, 19 January 2023 2:14 pm

**To:** [menglee@moval.com.sg](mailto:menglee@moval.com.sg); assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** 'Brian' <[brian.eng@moval.com.sg](mailto:brian.eng@moval.com.sg)>; 'Suanne Chiu' <[suann@moval.com.sg](mailto:suann@moval.com.sg)>

**Subject:** \*\*\*SPAM\*\*\* RE: TP DS claim: YP9365H & XE3740S on 31/12/22

Dear Meng Lee,

Noted with thanks.

We will arrange accordingly.

Best Regards,

Yan | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** [menglee@mova.com.sg](mailto:menglee@mova.com.sg) <[menglee@mova.com.sg](mailto:menglee@mova.com.sg)>

**Sent:** Thursday, 19 January 2023 2:06 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** 'Brian' <[brian.eng@mova.com.sg](mailto:brian.eng@mova.com.sg)>; 'Suanne Chiu' <[suann@mova.com.sg](mailto:suann@mova.com.sg)>

**Subject:** RE: TP DS claim: YP9365H & XE3740S on 31/12/22

Dear LKK,

Please kindly assign surveyor to survey vehicle today at 15 Fan Yoong Road and revert liability soonest possible.

Thank you.

**Best Regards,**

*Meng Lee*

**MOVA Automotive Pte Ltd**

15 Fan Yoong Road

Singapore 629792

Tel: +65 6262 3377

Fax: +65 6264 3151



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**From:** Suanne Chiu <[suann@mova.com.sg](mailto:suann@mova.com.sg)>

**Sent:** Thursday, 5 January 2023 2:01 pm

**To:** 'Brian' <[brian.eng@mova.com.sg](mailto:brian.eng@mova.com.sg)>; [menglee@mova.com.sg](mailto:menglee@mova.com.sg)

**Subject:** FW: TP DS claim: YP9365H & XE3740S on 31/12/22

Dear Brian,

Please submit damaged assessment soonest possible, vehicle is in.

Thank you

Regards

Suanne

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

**Sent:** Tuesday, 3 January 2023 7:46 am

**To:** Suanne Chiu <[suann@mova.com.sg](mailto:suann@mova.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: YP9365H & XE3740S on 31/12/22

Internal

Your ref: YP9365H

Our ref: XE3740SKC

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.

**MOVA Automotive Pte Ltd**

**Suanne Chiu** Tel: +65 6262 3377 ext - 0

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:** Suanne Chiu <[suann@moval.com.sg](mailto:suann@moval.com.sg)>

**Sent:** Saturday, December 31, 2022 3:11 PM

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

**Cc:** 'Brian' <[brian.eng@moval.com.sg](mailto:brian.eng@moval.com.sg)>; [menglee@moval.com.sg](mailto:menglee@moval.com.sg)

**Subject:** [EXT] YP9365H & XE3740S on 31/12/22

Dear sir / madam,

Enclosed is my client accident report.

Please advise the officer in-charge & liability for direct settlement.

Thank you

Best Regards

**Suanne Chiu**

Claims Asst. Manager

**MOVA Automotive Pte Ltd**

Tel: +65 6262 3377 ext - 0

Fax: +65 62643151



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