

Our Ref : SLU3098X / TP#1988
Your Ref : SMG2515C

WITHOUT PREJUDICE

Date : 15th April 2023

ALLIANZ INSURANCE SINGAPORE PTE LTD

79 Robinson Road

#09-01

Singapore 068897

Attention: Motor Claims Department

**ACCIDENT INVOLVING SLU3098X & SMG2515C ON 16/03/2023
ALONG BIDEFORD ROAD BESIDE PARAGON SHOPPING CENTRE**

We refer to the above captioned.

We are claiming the below followings:

- Cost of Repair (incl. of GST)	S\$	2,052.00	
- Loss of Use	S\$	320.00	(\$80.00 X 04 Days)
- LTA / GIA Search Fee	S\$	26.75	

Grand Total	S\$	<u>2,398.75</u>	
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If you have any enquiries, please contact our representative, Mr Joseph at 6481-1522 or email joseph@ow.sg

All payment is to be issued direct to **Optima Werkz Pte Ltd**.

Your prompt attention is most grateful and look forward to your speedy settlement.

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

This is a computer generated printout and no signature is required.

TO WHOM IT MAY CONCERN

AUTHORIZATION TO ACT

I/We(owner) KINETIC SYNERGY PTE LTD ('the third-party claimant') of
(Address) 9 PARADE LANE #03-21 @ PARADE S(7472) registered owner of
(Vehicle Number) SLU3098X hereby authorize ('the vehicle repairer workshop')
OPTIMA WERKZ PTE LTD to act for me/us with respect of my/our claim for repair costs and /or
rental and/or loss of use for my/our vehicle number SLU3098X that was
damaged pursuant to the accident which occurred on 16/02/2023 along RIDEFORD ROAD
(BESIDE PARAGON SHOPPING CENTRE) involving vehicle number QMA251EC.

I/We further authorize the workshop to settle my/our above-mentioned claim in a manner that they
deem fit and the workshop is further authorized to receive full payment in the settlement of my/our
claim with full cheque(s) payment being made in the favor of the workshop.

Dated this 16 day of MARCH year 2023.



Signature of Vehicle Registered Owner
Company's stamp (if applicable)

Optima Werkz Pte Ltd

10 Ang Mo Kio Industrial Park 2A, #01-05, Singapore 568047

Tel: (+65) 6481 1522 Fax: (+65) 6481 1011

Co Reg & GST No: 201212455W

TAX INVOICE

To: ALLIANZ INSURANCE SINGAPORE PTE LTD

12 MARINA VIEW
#14-01
SINGAPORE 018961

Tel: 6714 3369

Fax:

INV NO. : 322202175
INVOICE DATE : 10/04/2023
REF : TP#1988
VEH NO. : SLU3098X
MAKE : HONDA
MODEL : FREED HYBRID 1.5AA
CURRENT MILEAGE:
ADVISOR : TING AN
TERMS : COD
MECHANIC :

#	DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
1	LUMP SUM REPAIRS AS RECOMMENDED BY SURVEYOR	1	AMT	SR	1,900.00	1,900.00

Remarks: DOA: 16/03/2023 @ 10:05HRS

CLAIMANT: KINETIC SYNERGY PTE LTD / ANG MENG JOO (HONG MINGYU)

TP VEHICLE: SMG2515C

Singapore Dollars: Two Thousand Fifty-Two Only

SUB TOTAL SGD 1,900.00
GST 8.00% SGD 152.00
TOTAL SGD 2,052.00
OUTSTANDING SGD 2,052.00

Tax Legend:

SR - Standard Rated ZR - Zero Rated OS - Out of Scope

Tax	SR
Amount	1,900.00

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs. I/We declare the repairs for above vehicle have been completed to my/our satisfaction.

- 1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 3) Goods sold are not refundable/returnable.
- 4) Original invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount



Opt for a more convenient and quicker way to pay via Bank Transfer or PayNow:
Beneficiary Name: Optima Werkz Pte Ltd
Beneficiary Bank Name: DBS Bank Ltd
Bank Account No.:0039441282
Swift Code: DBSSSGSG
OR
PayNow UEN: 201212455WDB1
Note: Please include your invoice number under the reference section

Customer Acknowledgement

Customer Name and Signature

For Optima Werkz Pte Ltd

Authorised Signature

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 16 Mar 2023 / 13:51:50

Receipt Date/Time : 16 Mar 2023 / 13:51:50

Tax Invoice/Receipt

Receipt No. : ITNET-00000-230316-001973

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SMG2515C

As at 16 Mar 2023/10:05:00

Insurance Co: ALLIANZ INSURANCE SINGAPORE PTE. LTD.

1 Insurance Enquiry - SMG2515C

Enquiry Fee

20230316135052499917

24.77 1.98 26.75

Sub-Total 24.77 1.98 26.75

Total Before Rounding 24.77 1.98 26.75

Rounding Difference 0.00

Total Amount Payable 26.75

Paid By

526471XXXXXX4227 eNETS Credit Card 26.75

Total 26.75

Cash Change 0.00

Tendered Amount 26.75

Excess Refundable Amount 0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

EzLyna (LKKAUTO)

From: EzLyna (LKKAUTO)
Sent: Thursday, 23 March 2023 8:37 AM
To: rolandpek86@gmail.com
Cc: Admin A
Subject: ACCIDENT INVOLVING SMG2515C (ALLIANZ) AND SLU3098X AT/ALONG 20 BIDEFORD ROAD ON 16/03/2023

M/S AUTO MEGA MALL PTE LTD

Dear Pek Tai Leong Roland & Person In Charge,

You Ref: SMG2515C

Our Ref: CC4/AIS23002918/ya3

ACCIDENT INVOLVING SMG2515C (ALLIANZ) AND SLU3098X AT/ALONG 20 BIDEFORD ROAD ON 16/03/2023

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, Allianz Insurance Singapore Pte. Ltd to deal with the third party claim against your policy.

We have received a claim from **SLU3098X** against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to Allianz and acknowledged by Allianz.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to customerservice@allianz.com.sg or deliver it by hand to Allianz Customer Care Centre.

This letter should not be regarded as a waiver by Allianz of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third-party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact me.

Thank you.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

EzLyna (LKKAUTO)

From: Joseph Low <joseph@ow.sg>
Sent: Wednesday, 28 June 2023 1:06 pm
To: EzLyna (LKKAUTO)
Cc: Admin A
Subject: RE: E-VOUCHER / (ACCEPT OFFER) LOD - PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Dear Ezlyna,

Enclosed Bank Details for your perusal

Bank Name	DBS BANK LTD
Bank Account Number	003 944128 2
Bank Address :	12 Marina Boulevard, DBS Asia Central, Marina Bay Financial Centre Tower 3, Singapore 018982
Bank Swift Code :	DBSSSGSG

Thank you.

Best Regards,

Joseph Low (Mr.)
Motor Claim Officer
Office : (+65) 6481 1522

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

Tel: (+65) 6472 1313

Tel: (+65) 6481 1522

Tel: (+65) 6452 6868

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From: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Sent: Tuesday, June 27, 2023 3:43 PM
To: Joseph Low <joseph@ow.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE:E-VOUCHER / (ACCEPT OFFER) LOD - PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sirs,

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$2,300.00** (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 **16-March-2023**.

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.

***Kindly provide BANK DETAILS to process payment.**

Thank you.

Warmest Regards,
Ezlyna
LKK Auto Consultants Pte Ltd

is intended only for the named recipients and may contain confidential and / or privileged information. If you are not the intended recipient, please do not read, copy, use or disclose the contents of this communication to others and notify the sender immediately. Then please delete the e-mail and any copies of it. Thank you.

From: Joseph Low <joseph@ow.sg>
Sent: Friday, June 23, 2023 11:15 AM
To: EzLyna (LKKAuto) <ezlyna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Victor Seng <victor.seng@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>
Subject: (ACCEPT OFFER) LOD - PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Without Prejudice

Dear Motor Claim Department,

We accept your offer at **\$2,300.00/-**.
Kindly let us have your discharge voucher.

Thank you.

Best Regards,

Joseph Low (Mr.)
Motor Claim Officer

Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

Tel: (+65) 6472 1313

Tel: (+65) 6481 1522

Tel: (+65) 6452 6868

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From: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>

Sent: Tuesday, May 30, 2023 4:05 PM

To: Joseph Low <joseph@ow.sg>

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

Subject: RE:OFFER (PENDING OFFER) LOD - PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Without Prejudice

Dear Joseph,

We refer to the above matter.

We have our principal's instruction offer Global sum \$2,300.00 (All In) for an amicable settlement.

Kindly confirm acceptance and E-voucher shall follow shortly. Thank you.

With warmest regards,

Ezlyna

From: Joseph Low <joseph@ow.sg>

Sent: Monday, May 29, 2023 12:29 PM

To: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>

Cc: Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>; Ary Chua <ary.chua@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Adeline Lim <adeline@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Eng Aun (Simon) Koh <simon.koh@ow.sg>

Subject: (PENDING OFFER) LOD - PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Dear Motor Claims Department,

Refer to the above matter.

We are still pending on your offer.

Kindly let us have your proposed offer without further delay.

We appreciate the efforts being put into reviewing the case.

Thank you.

Best Regards,

Joseph Low (Mr.)
Motor Claim Officer
Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

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From: Joseph Low
Sent: Saturday, April 15, 2023 11:16 AM
To: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Cc: Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>; Ary Chua <ary.chua@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>; Adeline Lim <adeline@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Eng Aun (Simon) Koh <simon.koh@ow.sg>
Subject: LOD - PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Our Ref: SLU3098X / TP#1988

Your Ref: SMG2515C

Without Prejudice

Dear Motor Claim Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$	2,052.00	
- Loss of Use	S\$	320.00	(\$80.00 X 04 Days)
- LTA / GIA Search Fee	S\$	26.75	

Grand Total	S\$	2,398.75	
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Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

Joseph Low (Mr.)
Motor Claim Officer
Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112
Tel: (+65) 6484 9919 Fax: (+65) 6481 1993
Tel: (+65) 6481 1522 Fax: (+65) 6481 1011

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From: EzLyna (LKKAuto) <ezlyna@lkkauto.com>
Sent: Thursday, March 23, 2023 8:44 AM
To: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Cc: Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: (NEW CASE) PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMG2515C AND SLU3098X ON 16.03.2023

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,
Ezlyna Eng | Case Handler
LKK Auto Consultants Pte Ltd
phone: 6841-6051 | email: Ezlyna@lkkauto.com |
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Tuesday, March 21, 2023 3:51 PM
To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; CS A Team <cs-a@lkkauto.com>;
admin-d <admin-d@lkkauto.com>

Cc: Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>

Subject: RE: (NEW CASE) PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Dear LKK,

Enclosed GIA, scene photos and video for your perusal.

Have arranged survey with Kenneth on Thursday 23/03/2023 @ 1pm.

Has your insured reported ?

Kindly advise on the OIC for this case.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Motor Claims Executive

Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

Tel: (+65) 6472 1313

Tel: (+65) 6484 9919

Tel: (+65) 6481 1522

Fax: (+65) 6472 2112

Fax: (+65) 6481 1993

Fax: (+65) 6481 1011

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From: Motor Claims (Allianz Insurance Singapore) <claims@allianz.com.sg>

Sent: Tuesday, March 21, 2023 3:22 PM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>; admin-a@lkkauto.com

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

Subject: FW: PRI - SLU3098X CLAIMING AGAINST SMG2515C (ALLIANZ), DOA: 16/03/2023

Internal

Your ref: SLU3098X

Our ref: SMG2515C

Dear Sirs,

We hereby appoint our direct settlement partners LKK Auto Consultants Pte Ltd to conduct survey.