

## Shiau Chan (LKKAuto)

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**From:** Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>  
**Sent:** Thursday, 3 August 2023 11:39 AM  
**To:** Elite Automotive SG; Koh, Janice (Allianz Insurance Singapore); Shiau Chan (LKKAuto)  
**Cc:** SUR  
**Subject:** OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121/SL

Hi Christy,

Please be informed that due to brake failure, we had since repudiated this claim and a letter of repudiation has been mailed out to insured as well.

Kindly contact insured to resolve her repair cost at her end. This info has been pass to her agent as well.

@Shiau Chan (LKKAuto) please submit your report/invoice for closure in Merimen.

Thank you

**Janice Koh**  
Claims Specialist  
Claims & Performance Management  
Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C  
79 Robinson Road #09-01, Singapore 068897  
[www.allianz.sg](http://www.allianz.sg)

*Case Distribution Based on Last Digit of VRN:*

*Steve Lim -> 0,1 // Faiz -> 2,3 & Windscreen // Sharon Lim -> 4,5 & Recovery // Janice Koh-> 6,7 // Joey Tay -> 8,9*



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**From:** Elite Automotive SG <elite.automotive13@gmail.com>  
**Sent:** Wednesday, 21 June 2023 5:24 pm  
**To:** Koh, Janice (Allianz Insurance Singapore) <janice.koh@allianz.sg>  
**Cc:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Lim, Sharon (Allianz Insurance Singapore) <sharon.lim@allianz.sg>  
**Subject:** [EXT] Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121/SL

Hi Sharon,

Good day! May i know the outcome for above vehicle (GBF8946M)? Please advise. Thanks!

Regards,  
Christy  
Elite Automotive P/L

On Fri, 5 May 2023 at 09:41, Koh, Janice (Allianz Insurance Singapore) <[janice.koh@allianz.sg](mailto:janice.koh@allianz.sg)> wrote:

Internal

Hi Christy,

As spoken please on hold all OD authorization until further notice from us. We are currently pending for investigation outcome.

@Shiau Chan (LKKAUTO) please take note.

Thank you

**Janice Koh**

Claims Specialist

Claims & Performance Management

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01, Singapore 068897

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**From:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** 28 April, 2023 01:48 PM

**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** [EXT] RE: Re: Re: Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

Internal

Dear Sharon,

We will check the matter with repairer as we have informed them the authorisation on 25/04/2023.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Friday, April 28, 2023 1:34 PM

**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Re: Re: Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

Dear Sharon,

Thank you for the email.

**Dear Shiau Chan,**

Kindly assist--CS/AIS23004144/Kqp3

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>  
**Sent:** Friday, April 28, 2023 1:29 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** FW: Re: Re: Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

Internal

Dear Veron

We refer to email below, please advise.

The authorization was given on 24 Apr 23.

Thank you.

Sharon Lim

Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897



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**From:** Alicia Chia <[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)>

**Sent:** Friday, April 28, 2023 11:00 AM

**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>

**Subject:** [EXT] Re: Re: Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

Dear Sharon,

The client was informed by the workshop **Elite** yesterday that Allianz hasn't replied to them yet on the repair work for the lorry. Need your help to expedite the process as the lorry is needed badly for the delivery of their business.

Many Thanks in advance!

Best Regards,

Alicia Chia

Financial Consultant, MSc

representing finexis advisory Pte Ltd

20 Collyer Quay, #01-02, Singapore 049319

+65 9836 4134

[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)

Co. Reg. No. 200408660G

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On Fri, Apr 21, 2023 at 8:32 PM Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)> wrote:

Internal

Dear Alicia

Thank you for your feedback, we will bring this to our management attention.

We would like to update you that we have received estimate from Elite and arrange survey for this OD claim.

Thank you.

Sharon Lim

Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897



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**From:** Alicia Chia <[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)>

**Sent:** Wednesday, April 19, 2023 4:45 PM

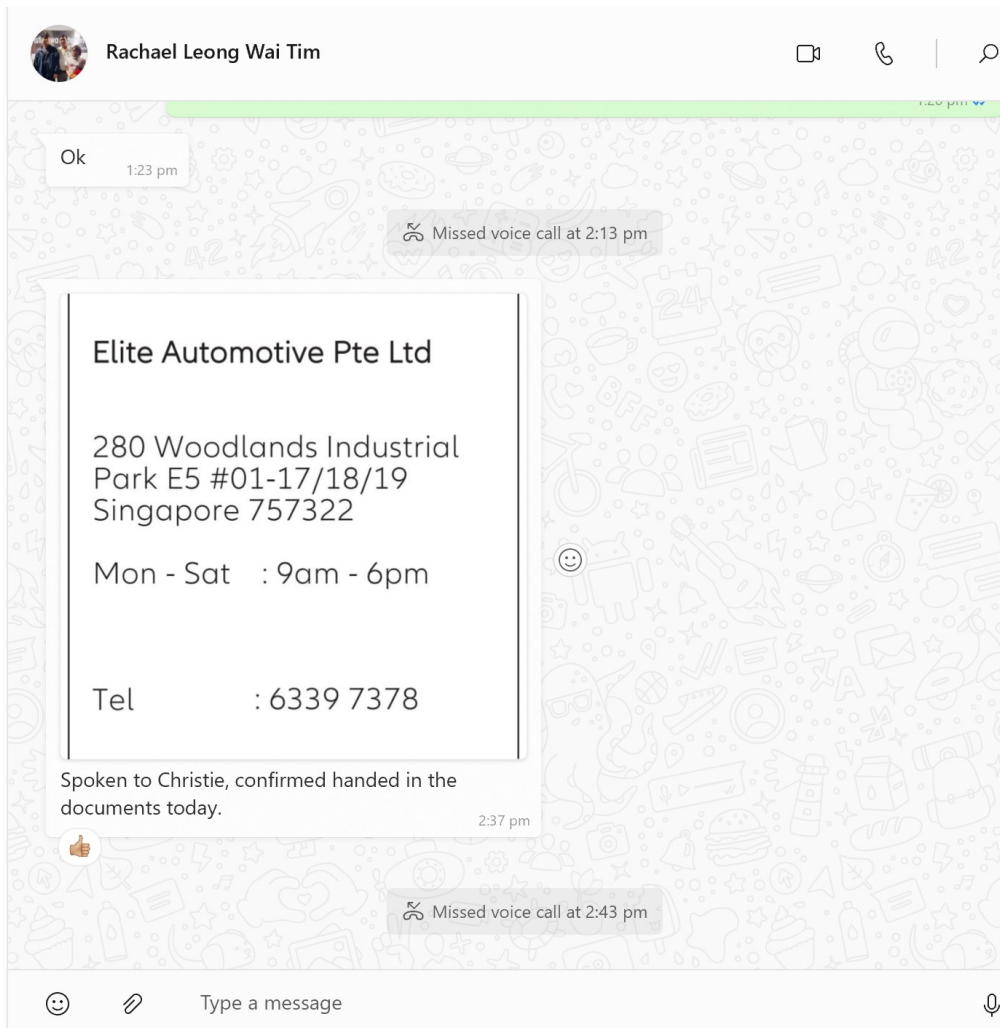
**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>

**Subject:** [EXT] Re: Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

Dear Sharon,

Please take note the workshop Cheng Hoe should have informed the client that they are moving the workshop at the point of time when they liaised with them earlier as the shifting is not sudden and they wasted the client's time. The client is quite upset and I also feel the workshop has been very irresponsible. They almost made the client miss the 14-day time frame for OD submission.

Anyway, the client has managed to submit the documents to another workshop called Elite Workshop. Please refer to the attached What's App message of the client Leong Wai Tim (Rachel) who had spoken to Christie and submitted the documents.



Now awaiting the Elite workshop to submit the documents to Allianz.

Thanks!

Best Regards,  
Alicia Chia  
Financial Consultant, MSc  
representing finexis advisory Pte Ltd  
20 Collyer Quay, #01-02, Singapore 049319

+65 9836 4134  
[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)  
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On Wed, Apr 19, 2023 at 11:52 AM Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)> wrote:

Internal

Dear Alicia

We have received an email from Cheng Hoe that currently they are moving workshop hence not able to carry out prompt repair.

Insured was acknowledge and will source for other workshop.

We would like to take this opportunity to impress that under the policy terms and condition, OD claim must be intimated within 14 days from date of accident.



Thank you.

Sharon Lim

Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897



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**From:** Lim, Sharon (Allianz Insurance Singapore)

**Sent:** Thursday, April 13, 2023 6:42 PM

**To:** Alicia Chia <[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)>

**Subject:** RE: [EXT] Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

Dear Alicia

Thanks for providing us the info.

Meanwhile we will request the repairer-Cheng Hoe to submit the OD estimate in order for us to arrange survey.

Sharon Lim

Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897

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**From:** Alicia Chia <[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)>  
**Sent:** Thursday, April 13, 2023 3:41 PM  
**To:** Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)>  
**Subject:** [EXT] Re: OD CLAIM GBF8946M DOA 06/04/2023 OUR REF 2023 32007121

I have informed the client so please proceed to contact the client.

Thanks!

Best Regards,  
Alicia Chia  
Financial Consultant, MSc  
representing finexis advisory Pte Ltd  
20 Collyer Quay, #01-02, Singapore 049319

+65 9836 4134  
[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)  
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On Thu, Apr 13, 2023 at 3:37 PM Alicia Chia <[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)> wrote:

Hi Sharon,

The client's email address is [waitimleong@yahoo.com.sg](mailto:waitimleong@yahoo.com.sg) and her name is **Leong Wai Tim** and can be contacted at **9670 7742**. I will also inform the client to respond to them as well.

Thanks!

Best Regards,  
Alicia Chia  
Financial Consultant, MSc  
representing finexis advisory Pte Ltd  
20 Collyer Quay, #01-02, Singapore 049319

+65 9836 4134  
[alicia.chia@finexis.com.sg](mailto:alicia.chia@finexis.com.sg)  
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On Thu, Apr 13, 2023 at 10:18 AM Lim, Sharon (Allianz Insurance Singapore) <[sharon.lim@allianz.sg](mailto:sharon.lim@allianz.sg)> wrote:

Internal

Dear Alicia

We refer to this OD claim.

We are sending A-PAC Adjusters & Surveyors Pte Ltd to record an additional statement from you/authorized driver to assist us in assessing the claim situation further. However both the insured and driver have not responded to our calls.

We seek your kind assistance towards providing us with the Insured's email address or contact number on record, in order for us to write or call to them please.

Thank you.

Sharon Lim

Claims & Performance Management Department

Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C

79 Robinson Road #09-01 Singapore 068897



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Regards,

Elite Automotive P/L

Tel : 6339 7378